



Sweetwater Combined Communications Joint Powers Board

sweetwater911.org

Public Safety Telecommunicator

Definition:

Under direct supervision, facilitates emergency and routine public safety communications between the general public, public safety responders and their respective support agencies; utilizes specialized radio, telephone, and computer systems in order to prevent or lessen the likelihood of loss of life or property for Rock Springs, Green River, and Sweetwater County.

Examples of Important and Essential Duties:

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

- Tracks responders through the combined use of telephone, radio, and Computerized Aided Dispatch (CAD) system; ensures the expedient dispatch of appropriate responders.
- Responds to telephone calls from the public, law enforcement, fire, medical, and other emergency and non-emergency assistance in relation to requests for emergency assistance, routine assistance, and general information; initiates telephone calls to facilitate the exchange of information as required.
- Utilizes various radio frequencies in order to communicate effectively with relevant government and civilian entities; ensures a safe and expedient response to emergencies and routine calls.
- Utilizes a Computer Aided Dispatch (CAD) System to enter calls for service, responder status, and to add pertinent information in relation to calls for service and/or responder activities; prioritizes calls for service and monitors responder status; conducts research on names, locations, phone numbers, vehicles and property in conjunction with medical or law enforcement situations. Obtain highly confidential and sensitive record information via Local, State, and Federal computer systems.
- Utilizes the Criminal Justice Information System (CJIS) to make inquiries in relation to persons and property; conducts research regarding driver's licenses, driver history, vehicle registration, and criminal history.
- Identifies and coordinates Emergency Medical Dispatch (EMD) calls, including guiding callers through basic medical/first aid steps to be taken until the arrival of qualified responders.
- Conducts information quality control; ensures accuracy and completeness of information gathered.



- Testify in court settings concerning criminal and civil cases as needed.
- Maintain security of Communications Center and direct law enforcement personnel to problem areas as needed.
- Operate and maintain complex electronic equipment in a 24 hour work environment.

Knowledge and Skills

- Standard radio broadcasting and dispatch procedures and rules.
- Operating characteristics of emergency dispatch and communications equipment including radio, telephone, and teletype equipment and the Federal, State, and Local regulations governing their use.
- Geography of Sweetwater County, City of Rock Springs, and City of Green River including streets, public buildings, landmarks, businesses, medical facilities, and community centers to ensure proper and rapid response.
- Operate emergency dispatch and communications equipment including radio, telephone, fax, shredder, and any available equipment.
- Operate modern office software including CAD, radio, telephone, and any available software.
- Type and enter data at a speed and accuracy necessary for successful job performance.

Minimum Qualifications

- High School Diploma or equivalent
- Within 24 months of hire must possess the following:
 - POST Dispatch Certification
 - EMD Certification
 - CPR Certification
 - Terminal Operators License issued by the State of Wyoming
- Application Process
 - Complete Application
 - Skill assessment
 - Oral Interview
 - Job Shadow
 - Scheduled time in the Communications Center
 - Background Check

Reasonable accommodations may be made for those individuals with qualifying disabilities, in accordance with the Americans with Disabilities Act (ADA.)