



Greenwood County, SC

Job Description

FLSA: Non-Exempt	Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Telecommunications Officer	Department: Emergency Communications	
Pay Grade: 103	Revised: 8/31/2016	

General Description

The purpose of this class within the organization is to receive, dispatch and document all 911 emergency and non-emergency calls, ensures that efficient and prompt emergency communications are provided for all public safety field personnel and the general public

Works under close supervision according to set procedures.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

Essential Functions:

Answers 911 and non-emergency calls promptly. Translates information to the appropriate code. Enters all information into the computer with all details and information on the location and the persons involved.

Dispatches the correct agency to the call with all information.

Keeps accurate and up-to-date records and logs of all calls received.

Gives first aid and CPR instructions as needed. Performs emergency medical dispatch interrogation and gives pre-arrival instructions.

Monitors various law enforcement and emergency response agency radio communications along with computer equipment/software.

Additional Duties:

Enters identity information into NCIC to check for warrants, stolen items and criminal histories.

This Job Description does not constitute an employment agreement between the County and an employee and is subject to change by the County as its needs and requirements of the job change.





Greenwood County, SC Job Description

FLSA: Non-Exempt	Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Telecommunications Officer	Department: Emergency Communications	
Pay Grade: 103	Revised: 8/31/2016	

Enters and modifies information into local, state and national databases.

Assists coworkers when needed with running data while they are busy with calls.

Keeps work station clean and orderly.

Performs related work as assigned.

Responsibilities, Requirements and Impacts

Data Responsibility:

Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Copies, transcribes, enters or posts data or information.

People Responsibility:

People include co-workers, workers in other areas or agencies and the general public.

Serves others such as customers, attends to their requests and exchanges information with them.

Asset Responsibility:

Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

This Job Description does not constitute an employment agreement between the County and an employee and is subject to change by the County as its needs and requirements of the job change.





Greenwood County, SC Job Description

FLSA: Non-Exempt	Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Telecommunications Officer	Department: Emergency Communications	
Pay Grade: 103	Revised: 8/31/2016	

Mathematical Requirements:

Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

Uses basic addition and subtraction, such as making change or measuring.

Communications Requirements:

Communications involves the ability to read, write, and speak.

Reads routine sentences, instructions, regulations, procedures or work orders; writes routine sentences and completes routine job forms and incident reports; speaks routine sentences using proper grammar.

Judgment Requirements:

Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Responsible for guiding others, requiring frequent decisions, affecting the individual, co-workers and others who depend on the service or product; works in a somewhat fluid environment with rules and procedures, but many variations from the routine.

Complexity of Work:

Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.

Performs semi-skilled work involving set procedures and rules, but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

This Job Description does not constitute an employment agreement between the County and an employee and is subject to change by the County as its needs and requirements of the job change.





Greenwood County, SC Job Description

FLSA: Non-Exempt	Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Telecommunications Officer	Department: Emergency Communications	
Pay Grade: 103	Revised: 8/31/2016	

Impact of Errors:

Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

The impact of errors is moderate – affects those in work unit.

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

Performs sedentary work that involves sitting most of the time, but may involve walking or standing for brief periods of time; requires little or no dexterity.

Equipment Usage:

Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.

Handles or uses machines, tools, equipment or work aids involving some latitude for judgment regarding attainment of a standard or in selecting appropriate items.

Unavoidable Hazards:

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

None.

Safety of Others:

Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public. (Does not include safety of subordinates).

This Job Description does not constitute an employment agreement between the County and an employee and is subject to change by the County as its needs and requirements of the job change.





Greenwood County, SC Job Description

FLSA: Non-Exempt	Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Telecommunications Officer	Department: Emergency Communications	
Pay Grade: 103	Revised: 8/31/2016	

Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent.

Requires six months experience with on the job training.

Special Certifications and Licenses:

NCIC and E-911 certifications.

Americans with Disabilities Act Compliance

Greenwood County is an Equal Opportunity Employer. ADA requires Greenwood County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

This Job Description does not constitute an employment agreement between the County and an employee and is subject to change by the County as its needs and requirements of the job change.

