

JOB DESCRIPTION

Job Title : Telecommunicator

Department : Information and Communication Technology Unit

Division : General Administration

Reporting to : Communication Shift Supervisor

Supervising : Nil

**Duties and
Responsibilities :**

- Operates the Emergency 999/911 computerized telephone instruments.
- Operates the Emergency 999/911 Computer terminal/console.
- Receives/answers Emergency 999/911 calls from the public.
- Records all data in the Incident Report Computerized System and routes calls and information to the Police Dispatchers, Response centers and/or other response personnel.
- Analyses, verifies, checks and records information received and or shown on the computer monitors.
- Communicates effectively and calmly with persons in stressful, dangerous or life threatening situations in order to provide the emergency assistance needed on a timely manner.
- Co-ordinates between the public and response personnel.
- Prepares reports on incidents and other matters.
- Any other duties as may be required.

REQUIRED SKILLS

- Excellent command of the English Language
- Excellent listening skills
- Ability to communicate effectively both orally and in writing.
- The ability to function as a Team Player

Minimum Qualifications and Experience :

- Five (5) CXC subjects including English at General Proficiency Level I, II or III (after 1998).
- Computer Literate as evidenced by a Certificate from a Registered Institution.
- Staff supervisory and training experience will be an asset.
- Training and experience in Public Safety and/or First Aid will be an asset.