

NGTC JOB BOARD

BUSINESS NAME: IXP Corporation

JOB TITLE: Telecommunicator

JOB LOCATION: Sandy Springs, GA

DATE POSTED: 2 June 2009

JOB DESCRIPTION: Responsible for receiving emergency and non-emergency calls for service over the telephone and by other means, employing appropriate call screening protocols, responding to those calls by dispatching appropriate public safety resources; interaction with other public safety dispatch centers in answering/transferring of calls and incident information and for maintaining communications with field personnel in law enforcement, fire and EMS agencies; required to respond appropriately to requests for services and information from field personnel; and other duties as assigned.

QUALIFICATIONS KNOWLEDGE OF/SKILL IN: Accepted call handling practices for public safety call takers with emphasis on professionalism and high level of customer service; principles and practices of radio communications as well as proper policies and procedures used in public safety dispatching with emphasis on professionalism and high levels of customer service; all aspects of public safety communications center, facilities, equipment and management practices as pertains to operation of public safety communications centers; operational needs of public safety responders for law enforcement, fire and EMS; agency's geographical service areas and relationship/location of public safety responders; practical working knowledge in public safety communications

Required Ability to: successfully complete training initiatives & certifications; learn to operate a variety of technology including contemporary computer, radio, and telephone systems; must be able to perform under pressure and in stressful environment; simultaneously process information from multiples sources (verbal, text, video) and keep information clear; make appropriate decisions based on minimal information; follow prescribed rules, regulations & procedures; maintain confidentiality; handle sensitive information discreetly and professionally; communicate effectively & professionally verbally & in writing; have ability to work in shift-work environment with variable hours/days; be available for overtime as needed; work collaboratively & cooperatively with coworkers & personnel from customer and other agencies; and perform other duties as assigned
Hand/finger dexterity to operate personal computers; vision-up close/distance/color/peripheral/depth perception and ability to adjust focus; hearing/speaking ability to exchange information with emergency callers and public safety personnel; ability to sit for long periods working at computer keyboard, monitor variety of public safety communications systems, completing appropriate documentation

Required to work varied schedules and ability to work independently with minimal supervision

REQUIRED EDUCATION/EXPERIENCE: High school diploma or GED; 2 years of proven paid experience in public safety communications environment

DESIRED LICENSES/CERTIFICATIONS: Emergency Medical Dispatch certification through National Academy of Emergency Medical Dispatch (NAEMD)

HOW TO APPLY: CONTACT:

Kristin Bartlette

609-409-7549

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To learn what other positions are listed with North Georgia Technical College, students may contact the Career Services Department of North Georgia Technical College:

E-mail: cdc@northgatech.edu

Or Call: Daniel Gregg, Director, 706-754-7728 from 8:30 am-5:30 pm, Monday thru Thursday

Lee Addis, Assistant, 706-754-7825 from 8:30 am-3:45 pm, Monday thru Thursday