



SUMNER COUNTY Emergency Communications Center

TELECOMMUNICATOR

Department	Operations
FLSA	Non-exempt
Reports To	Supervisor
Supervises	N/A

Position Concept:

The Telecommunicator position encompasses all aspects of the Call Taker job description. This trained position is critical for managing both emergency and non-emergency calls for service, ensuring a prompt and effective response to and from public safety agencies. The Telecommunicator maintains communication with all public safety responders to ensure their status is accurately documented and responds quickly and accurately to urgent radio transmissions.

The Telecommunicator must assess emergency situations quickly and accurately, often making split-second decisions that may affect the outcome of life-threatening situations. This includes managing and prioritizing high-stress situations, such as multi-agency responses, active shooter situations, or large-scale disasters. This position requires exceptional composure, emotional control and stress management as you frequently handle escalating or traumatic incidents. All work is time-sensitive and essential for the efficient operations of police, fire, EMS, and EMA services.

This position requires that all employees process confidential and sensitive information in a professional manner. The position entails continuous operation of two-way radios, geographic information system (GIS), records management system (RMS), and the use of a cutting-edge computer-aided dispatch (CAD) system to receive and dispatch police, fire, medical, and emergency management units based on the location and nature of the rendered assistance. Shift Supervisors evaluate the performance of this position through observations, logs, and interactions with client agencies, colleagues, and the public. All voice and data collected by the Telecommunicator is recorded and subject to live monitoring for review and critique, which may include potential public disclosure.

The Telecommunicator may perform other related duties and tasks, as required, and shall have the physical, mental, and emotional abilities to perform the essential duties of the position.

Essential Job Functions:

- Obtains and relays accurate and essential information necessary to establish priority and initiate a timely response to emergency calls
- Determines and coordinates the appropriate response to an incident
- Accurately receives, relays, and documents updated information in a timely manner
- Handles several incidents or tasks simultaneously
- Assists other employees as necessary when not occupied with their primary duties
- Attends mandatory training courses and/or meetings as required
- Be reliable, dependable by reporting for work on a consistent and timely basis
- Accurately type 40 net words per minute while listening and conversing simultaneously
- Performs additional duties as directed
- Meets and maintains TIES/TBI/FBI/CJIS requirements, including maintaining a criminal history free of felony convictions or domestic violence
- Meets and maintains TCA § 7-86-205 requirements for public safety dispatchers

Required Skills and Knowledge

- Make vital decisions which may affect the outcome of public safety services
- Instill confidence in field units by remaining calm and conveying reassurance with appropriate response selection for situations
- Map reading, to include knowledge of adjacent jurisdictions/areas, directions of travel, block range, and bypass/highway access
- Operate and monitor multiple computers, telephone, and two-way radio

Required Ability to:

- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information
- Speak the English language coherently and clearly, possess an excellent vocabulary, and verbally communicate effectively
- Be available by telephone at your own expense
- Interact with a diverse group of individuals in extremely stressful situations
- Record data, including locations, names, and numbers, rapidly and accurately
- Remember numerous details and quickly re-call essential pertinent information
- Work up to twelve (12) hours at a time (up to a maximum of 16 hours during exigent circumstances) while continuously wearing a communications headset
- Able to hear and understand outside sources, including conversations, with a large amount of internal and external background noise
- Hear, react to, and quickly work with multiple time-sensitive tasks simultaneously in response to sound and visual sources with a high degree of accuracy in a timely manner is critical
- Work as a team, establish good working relationships and provide excellent internal and external customer service
- Work effectively in a disciplined environment with close supervision and carry out lawful orders regardless of personal agreement

Minimum Required Qualifications:

- Must be at least eighteen (18) years of age
- Must have a high school diploma or equivalency
- No conviction or guilty pleas or have entered a plea of nolo contendere to any felony charge, or to any violation of any federal or state law or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor, or controlled substances (Tenn. Code Ann. § 7-86-205)
- Not have been released or discharged for reasons other than an honorable or medical discharge from any of the armed forces of the United States
- Must be a US citizen
- Demonstrate keyboard proficiency of 40 net words per minute

Desired Qualifications:

- One (1) or more years' experience in public safety, customer service, or call center environment
- Knowledge of Sumner County geography

Additional Requirements:

- Ability to obtain the following certifications within six (6) months through training provided by the Sumner County Emergency Communications Center while performing as a Telecommunicator and maintain all certifications throughout employment
- Association of Public Safety Communications Officials (APCO) Public Safety Telecommunicator Certification or equivalent
- Cardiopulmonary Resuscitation (CPR)
- APCO Emergency Medical Dispatcher (EMD) Certification
- Tennessee Information Enforcement System (TIES) Certification
- FEMA/NIMS ICS 100, 200, 241, 242, 700, 800, and 904
- Annual Continuing Dispatch Education (CDE)

Work Environment:

- Breaks and lunch periods are not guaranteed. Must be prepared to stay at the Center for the entire scheduled shift
- Position is extremely stressful, emotionally charged, and plays a critical role in the delivery of public safety services
- Must be able to take information from callers who may be excited, terrified, abusive, foul-mouthed, drunk, hysterical, or incoherent
- Must be able to work in a dimly lit and confined environment
- The employee is subject to “call back” on short notice, “on call”, and mandates, especially during a declared state of emergency

Physical, Sensory, and Mental Demands:

- Must continually demonstrate a high level of mental and emotional stability
- Individuals must have adequate hearing and visual acuity, with or without accommodations, to operate within this environment
- Must be able to sit or stand while observing a computer screen and typing for extended, uninterrupted periods of time
- Light lifting, carrying, and pushing objects weighing up to 15 pounds
- Must be able to read and discern visual images on a variety of images, to include color variations and contrasted display brightness
- Accurately type 40 net words per minute while listening and conversing simultaneously



Application for Employment Sumner County Government

Type of Position Applying for: _____ Date: _____

PERSONAL INFORMATION

LAST NAME FIRST NAME MIDDLE INITIAL

CURRENT ADDRESS CITY STATE ZIP COUNTY

HOME PHONE WORK PHONE CELL (OPTIONAL)

E-MAIL ADDRESS SOCIAL SECURITY NUMBER (OPTIONAL - REQUIRED UPON EMPLOYMENT)

ARE YOU UNDER THE AGE OF 18? Yes ☐ No ☐ ARE YOU A U.S. CITIZEN? Yes ☐ No ☐

DATE AVAILABLE NAME USED ON TRANSCRIPTS IF NOT A U.S. CITIZEN, ARE YOU ELIGIBLE FOR LAWFUL EMPLOYMENT IN THE U.S.? Yes ☐ No ☐

SALARY RANGE DESIRED **PROOF OF IDENTITY, CITIZENSHIP OR LEGAL RIGHT TO WORK IN THE U.S. WILL BE REQUIRED UPON HIRING.**

HAVE YOU EVER BEEN EMPLOYED BY ANY DEPARTMENT OF SUMNER COUNTY GOVERNMENT? Yes ☐ No ☐ IF YES, EXPLAIN IF YES, WHEN? DEPT./POSITION

HAVE YOU EVER BEEN ARRESTED OR CONVICTED OF ANY LAW VIOLATION OTHER THAN TRAFFIC VIOLATIONS? Yes ☐ No ☐ IF YES, EXPLAIN

DATE PLACE CHARGE DISPOSITION

EDUCATION - SKILLS - ABILITIES

Type of School	Name, City & State	Years Attended From/To	Circle Highest Year Completed	Diploma, GED or Degree	List Degree and/or AREA OF CONCENTRATION
High School			9 10	Yes No	
			11 12		
College (Undergraduate)		To	1 2	Yes No	
			3 4		
College (Graduate)		To	1 2	Yes No	
			3 3		
Trade School		To	1 2	Yes No	
			3 4		

PROFESSIONAL LICENSURE OR CERTIFICATION

ARE YOU LICENSED TO PRACTICE IN ANY PROFESSION? Yes ☐ No ☐

IF YES, LIST BELOW:

PROFESSION	LICENSE NUMBER	ISSUING AGENCY	EXPIRATION DATE
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HAS YOUR PROFESSIONAL LICENSE EVER BEEN REVOKED OR SUSPENDED? Yes ☐ No ☐

IF YES, EXPLAIN:

MILITARY SERVICE RECORD

BRANCH SERVICE	FROM DATE	TO DATE	KIND OF DISCHARGE RECEIVED
BRANCH SERVICE	FROM DATE	TO DATE	KIND OF DISCHARGE RECEIVED

EXPLAIN ANY SPECIAL MILITARY SCHOOLING RECEIVED THAT WOULD ASSIST YOU TO FULFILL THIS POSITION?

PREVIOUS WORK EXPERIENCE - PAST FIVE YEARS (BEGIN WITH MOST RECENT EMPLOYMENT - ADD PAGES IF NECESSARY)

EMPLOYER NAME _____ FROM _____ TO _____
MONTH/YEAR MONTH/YEAR

ADDRESS _____ PHONE NUMBER _____
STREET CITY STATE

STARTING POSITION TITLE _____ LAST POSITION TITLE _____ LAST SALARY \$ _____

DESCRIPTION OF DUTIES _____

REASON FOR LEAVING _____

EMPLOYER NAME _____ FROM _____ TO _____
MONTH/YEAR MONTH/YEAR

ADDRESS _____ PHONE NUMBER _____
STREET CITY STATE

STARTING POSITION TITLE _____ LAST POSITION TITLE _____ LAST SALARY \$ _____

DESCRIPTION OF DUTIES _____

REASON FOR LEAVING _____

EMPLOYER NAME _____ FROM _____ TO _____
MONTH/YEAR MONTH/YEAR

ADDRESS _____ PHONE NUMBER _____
STREET CITY STATE

STARTING POSITION TITLE _____ LAST POSITION TITLE _____ LAST SALARY \$ _____

DESCRIPTION OF DUTIES _____

REASON FOR LEAVING _____

EMPLOYER NAME _____ FROM _____ TO _____
MONTH/YEAR MONTH/YEAR

ADDRESS _____ PHONE NUMBER _____
STREET CITY STATE

STARTING POSITION TITLE _____ LAST POSITION TITLE _____ LAST SALARY \$ _____

DESCRIPTION OF DUTIES _____

REASON FOR LEAVING _____

SKILLS AND ABILITIES PLEASE LIST ANY ADDITIONAL RELATED SKILLS FOR WHICH YOU HAVE TRAINING OR EXPERIENCE.

OFFICE AND COMPUTER SKILLS:

LIST SYSTEMS, SOFTWARE, AND KNOWLEDGE LEVEL

TYPING/KEYBOARDING SPEED _____ WPM _____ 10-KEY BY TOUCH _____ TRANSCRIPTION OTHER _____

BILINGUAL SKILLS: VERBAL _____ WRITTEN _____

OTHER KNOWLEDGE, SKILLS AND ABILITIES RELEVANT TO POSITION TO WHICH YOU ARE APPLYING: _____

ADDITIONAL INFORMATION THAT COULD HELP YOU QUALIFY FOR THIS POSITION - EXAMPLES INCLUDE CLASSES (INCLUDE DATES), CERTIFICATES, CURRENT LICENSES, SPECIFIC EQUIPMENT AND OTHER SKILLS.

REFERENCES

NAME

ADDRESS, CITY, STATE

PHONE NUMBER

I understand that any false answer or statement made by me on this application or any supplement that I have attached, or in connection with my application for employment with any department of Sumner County Government will be sufficient grounds for rejection of my application or immediate dismissal if I am employed.

I certify that all information listed on my application is complete and accurate to the best of my knowledge. I further understand that I will not be given any opportunity to update my previous experience declarations after I have been employed.

I hereby authorize Sumner County Government and its agents to conduct a thorough investigation of my background, including past employment, and agree to cooperate. I hereby release from liability all persons, companies, institutions or corporations supplying information requested pursuant to this application.

My signature below indicates that I understand these stipulations.

Applicant Signature _____

Date _____

NOTE: If you are applying for a position for the Sumner County EMS Department, Sumner County Emergency Communications Center or the Sumner County Sheriff's Office, you **MUST** complete the section on the Back or Next page. **ONLY** applicants for those three departments are to complete that information.

SUMNER COUNTY EMS DEPARTMENT APPLICANTS ONLY

SUMMARY

Demonstrate your suitability for position sought by outlining your career objectives and elaborating on the factual material already presented. Show how your experience (educational, extracurricular and work) is relevant to the position, organization, and/or field of work for which you are applying.

Please give a brief explanation of your work ethics and habits.

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THIS SECTION TO BE COMPLETED BY EMS, ECC AND SHERIFF'S OFFICE APPLICANTS ONLY

SUMNER COUNTY EMS DEPARTMENT or
EMERGENCY COMMUNICATIONS CENTER
APPLICANTS AND
SUMNER COUNTY SHERIFF'S OFFICE APPLICANTS

TO DETERMINE MY SUITABILITY FOR EMPLOYMENT, I AUTHORIZE THE SUMNER COUNTY EMS DEPARTMENT, SUMNER COUNTY EMERGENCY COMMUNICATIONS CENTER AND THE SUMNER COUNTY SHERIFF'S OFFICE TO PERFORM BACKGROUND INVESTIGATIONS AS DEEMED APPROPRIATE. I UNDERSTAND THAT THIS MAY INCLUDE CONTACTING ANY INDIVIDUAL OR ORGANIZATION WITH WHOM I HAVE HAD CONTACT AND I AUTHORIZE ALL PARTIES TO FURNISH ANY INFORMATION THEY MAY HAVE.

I RELEASE ALL PARTIES, INCLUDING THE SUMNER COUNTY GOVERNMENT AND ANY EMPLOYEES OR AGENTS FROM ANY AND ALL LIABILITY FOR ANY AND ALL DAMAGES WHATSOEVER INCURRED IN FURNISHING THIS INFORMATION.

I FURTHER AGREE THAT ALL REPRODUCED COPIES OF THIS STATEMENT AND MY SIGNATURE ARE VALID AS THE ORIGINAL.

APPLICANTS SIGNATURE _____
DATE _____

NOTE:

THE SUMNER COUNTY EMS DEPARTMENT, SUMNER COUNTY EMERGENCY COMMUNICATIONS CENTER AND THE SUMNER COUNTY SHERIFF'S OFFICE ARE DRUG FREE EMPLOYERS. ALL EMPLOYEES MUST ADHERE TO A NO-TOLERANCE DRUG POLICY. THEREFORE, APPLICANTS SELECTED FOR EMPLOYMENT MUST SUCCESSFULLY UNDERGO A URINALYSIS SCREENING FOR DRUG USE AS A CONDITION OF EMPLOYMENT.

IN ADDITION, CERTAIN POSITIONS REQUIRE APPLICANTS PASS A PHYSICAL, AGILITY ASSESSMENT AND/OR A PSYCHOLOGICAL EXAMINATION BEFORE EMPLOYMENT CAN BEGIN.