

On October 28, 2014, a panel of 14 officers from various departments and 4 Academy instructors / staff (Police Science Unit and Registration) participated in a one day workshop to validate and update the 2004 Job Task for Basic Tele-Communications Officers. The workshop was guided by Jennifer Tatum and Kathy Danielsen from Standards, and John Yarborough from Training. A list of all the panel members is below.

The panel recommended changing the wording for 21 of the Job Tasks, and 6 items on the Equipment List. It was recommended that 23 Job Tasks be removed, and 2 new Job Tasks added. The panel recommended removing 2 items from the Equipment List, and 6 items be added.

Panel members:

1. John C. Roddey, Chester County SO 911
2. Jennifer Hodge, Simpsonville PD 911
3. Rebecca Mitchell, Colleton County 911
4. Christine Shaw, Williamsburg County SO 911
5. Terri Lawson, Newberry County 911
6. Veronica Ross Charleston County Consolidated 911
7. Michelle Huggins, Florence County Emergency management
8. Darlene Holbrooks, Greenville PD 911
9. Cari Reinberg, Lexington County 911
10. Veronica Dowd, York County Public Safety Communications
11. Dawn Parker, Rock Hill PD 911

SCCJA Staff

1. Michelle Mills
2. Jennifer Coaxum
3. Nancy Roland
4. Kristen Hall

| Item # | Job Task Item |
|--------|---|
| 1 | Receive in-person complaints and requests from the public (e.g., public counter). |
| 2 | Receive telephone complaints and requests from the public. Process and refer to proper agencies and contacts. |
| 3 | Quickly and accurately record notes on screen or card legibly and concisely (e.g., location, call back, name and incident type, etc) |
| 4 | Receive complaints and requests from other agencies, and handle the complaint. |
| 5 | Receive field unit initiated calls for service and/or requests (e.g., citizen flagdown) |
| 6 | Receive and process requests from field units. |
| 7 | Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.). |
| 8 | Collect, analyze, prioritize, and process 911 calls , including NextGen 911. |
| 9 | Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat). |
| 10 | Speak clearly and distinctly on radio/telephone to communicate effectively. |
| 11 | Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang. |
| 12 | Exercise calm and reasoned judgment in stressful situations. |
| 13 | Communicate effectively with person in crisis and/or panic situations and calm emotionally upset citizen(s). |
| 14 | Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over. |
| 15 | Handle abusive citizen (s) (e.g., irate, hostile, rude, obscene). |
| 16 | Receive and handle false and/or nuisance calls. |
| 17 | Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment. |
| 18 | Receive and handle request for assistance from non-English speaking citizen. |
| 19 | Receive, prioritize, and handle multiple tasks related to call taking and dispatching. |
| 20 | Communicate with intoxicated citizen. |
| 21 | Communicate with mentally unstable or suicidal citizen. |
| 22 | Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.). |
| 23 | Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.) |
| 24 | Obtain full complaint-dispatching information for law enforcement services. |
| 25 | Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, chemical spills, power line down, flooded street, etc.). |
| 26 | Establish points of contact with field units to check on status or for safety check. |

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| 27 | Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient). |
| 28 | Obtain full complaint-dispatching information for medical or trauma emergencies. |
| 29 | Obtain full complaint-dispatching information for fire emergencies. |
| 30 | Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.) |
| 31 | Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately. |
| 32 | Summarize incident information for dispatching purposes. |
| 33 | Follow up on abandoned/911 hang up calls, and if applicable administrative lines. |
| 34 | Be conscious of job stress and use stress management techniques to maintain self control and effectiveness. |
| 35 | Identify appropriate response agency based on need and geographic location. |
| 36 | Recognize the necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc). |
| 37 | Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.). |
| 38 | Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process. |
| 39 | Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department). |
| 40 | Monitor transferred call until connection is ensured. |
| 41 | Familiarize yourself and operate your agencies equipment (e.g., CAD, fax, paging system, radio, etc.). |
| 42 | Conference or patch together phone lines or a radio frequency and phone line to enable communication. |
| 43 | Comprehend and adhere to Federal Communications Rules and Regulations. |
| 45 | Verify ANI and ALI systems to identify and locate caller. |
| 46 | Fill out forms to update/correct ANI/ALI entries. |
| 47 | Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements. |
| 48 | Use "one touch transfer" to pass information/alerts. |
| 49 | Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response. |
| 50 | Recognize "duress" signal from field units and initiate proper response. |
| 51 | Receive opening/closing security calls and check to ensure proper authorization or code. |
| 52 | Use approved codes or clear speech to conduct communications/transmissions. |
| 53 | Use military time to facilitate communication/transmission. |

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| 54 | Use civilian or military phonetic alphabet to facilitate communication/transmission. |
| 55 | Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.). |
| 56 | Contact and maintain communications with appropriate agency personnel involved in a disaster situation. |
| 57 | Coordinate telecommunications related to high speed pursuit. |
| 58 | Use maps, map books, street files, etc., to identify proper location and code. |
| 59 | Demonstrate map reading skills to include providing street directions. |
| 60 | Use portable radio or alternative system to dispatch if regular system is down. |
| 61 | Identify and follow federal, state, and local regulations related to public safety dispatch operations. |
| 62 | Identify general liability related to public safety dispatch operations. |
| 63 | Provide general information to the public (e.g., phone numbers, agency services). |
| 64 | Provide information about incidents to authorized personnel. |
| 65 | Provide information about incidents to the media with proper authorization. |
| 66 | Explain department procedures and policies to the public. |
| 67 | Explain procedures to the public on how to obtain legal information. |
| 68 | Update citizens of the status of their complaint/incident, if it is an active call. |
| 69 | Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather). |
| 70 | Provide requested information to other authorized departments and agencies. |
| 71 | Testify in court. |
| 72 | Monitor and respond to radio/computer transmissions from all field units. |
| 73 | Monitor and respond to other public service radio transmissions. |
| 74 | Monitor and respond to marine radio transmissions. |
| 75 | Monitor and respond to alarm systems. |
| 76 | Monitor and respond to civil defense networks/warning systems, including drills and tests. |
| 77 | Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS). |
| 78 | Monitor pending complaints and incidents. |
| 79 | Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents. |

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| 80 | Participate in emergency/disaster "drills." |
| 81 | Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources. |
| 82 | Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan. |
| 83 | Perform radio checks for all agencies monitored. |
| 84 | Determine initial appropriate personnel and resources to dispatch to incident. |
| 85 | Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly. |
| 86 | Record/review roster of units and their districts to assign work efficiently. |
| 87 | Brief incoming dispatch personnel to ensure their knowledge of current and previous activities. |
| 88 | Dispatch field units by means of radio/computer (digital) transmission to call(s) for service. |
| 89 | Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.). |
| 90 | Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.). |
| 91 | Coordinate and contact with other agencies to request mutual aid assistance. |
| 92 | Broadcast all points bulletins. |
| 93 | Participate in civil defense drills and tests. |
| 94 | Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories). |
| 95 | Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions). |
| 96 | Query database for vehicle license, registration, and stolen vehicle information. |
| 97 | Query database for criminal history information (e.g., federal, state, local). |
| 98 | Query database for driver's license information. |
| 99 | Query database for information regarding wants and warrants. |
| 100 | Query database for stolen property information. |
| 101 | Query database for gun information. |
| 102 | Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.). |
| 103 | Use tape recall system to recollect dispatch or make record of "difficult" call. |
| 104 | Check and confirm the accuracy of outgoing warrants. |
| 105 | Complete data entry forms , including NCIC (e.g., stolen vehicle, lost or found property, firearms, etc.). |

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| 106 | Complete telephone-trace procedures. |
| 107 | Document equipment malfunctions. |
| 108 | Enter or update information in computer database (e.g., stolen vehicle, property, etc). |
| 109 | Issue case and/or incident numbers. |
| 110 | Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.). |
| 111 | Maintain business directory. |
| 112 | Maintain directory of services provided by other agencies. |
| 113 | Maintain complaint history file. |
| 114 | Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.). |
| 115 | Maintain confidentiality of files and records. |
| 116 | Maintain maps, cross-street directories, and resource material. |
| 117 | Maintain records of teletypes sent and received. |
| 118 | Maintain towing agency rotation log. |
| 119 | Make entries in activity log (e.g., calls received or dispatched). |
| 120 | Prepare general broadcast bulletins. |
| 121 | Log shift roster of assigned field units. |
| 122 | Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents). |
| 123 | Purge designated files as directed. |
| 124 | Request criminal history records for other agencies. |
| 125 | Review documents and materials to prepare to testify in court. |
| 126 | Make copies of tape recordings. |
| 127 | Type information from written documents (e.g., incident information, correspondence). |
| 128 | Type information received verbally. |
| 129 | Write or type intra-department memos when required. |
| 130 | Answer and route routine business calls. |
| 131 | Attend training sessions. |

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| 132 | Change audio tapes. |
| 133 | Conduct tours of the facility following agency policy and procedures. |
| 134 | Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.). |
| 135 | Issue communications equipment. |
| 136 | Maintain the cleanliness and order of the communications center. |
| 137 | Monitor building security on closed circuit TV. |
| 138 | Monitor station/facility security system (e.g., alarms, closed circuit TV system). |
| 139 | Perform general office assignments. |
| 140 | Restart computer systems. |
| 141 | Route messages to department units. |
| 142 | Provide on-the-job training to new dispatchers. |
| 143 | Provide classroom training to dispatchers and other personnel. |
| 144 | Provide training to student assistants or volunteers. |
| 145 | Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.). |
| 146 | Prepare maps, charts, and other materials (e.g., for training exercises and training aids). |
| 147 | Make presentations to the public regarding emergency communications. |
| 148 | Participate in peer counseling (e.g., post-trauma stress emotional problem). |
| 149 | Use keyboard to enter data from dispatch cards into computerized records system. |
| 150 | Control electronically operated jail doors. |
| 151 | Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits. |
| 152 | Maintain department files for warrants, arrests, citations, and parking tickets. |
| 153 | Maintain subpoena control log for Freedom of Information Requests. |
| 154 | Enter warrants, route paperwork and complete computer data input. |
| 155 | Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned). |
| 156 | Lift or move heavy objects. |
| 157 | Maintain and inspect audio/video communications equipment for proper operation. |

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| 158 | Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center). |
| 159 | Make adjustments as necessary to television surveillance equipment. |
| 160 | Receive training regarding the sexual harassment policy. |
| 161 | Maintain security of sensitive and/or confidential materials. |
| 162 | Participate in emergency related bilingual education. |
| 163 | Participate in AED (Automated External Defibrillator) Training. |
| 164 | Review, comprehend and adhere to agency standard operating procedures and policies. |
| 165 | Complete a shift report. |
| 166 | Sit continuously for more than half a shift. |
| 167 | Notify department holding a warrant on an inmate. |
| 168 | Have an understanding of and adhere to Health Insurance Portability and Accountability Act of 1996 (HIPAA) restrictions. |
| 169 | Have an understanding of the mission of Emergency Medical Services. |
| 170 | Recognize common misconceptions of Emergency Medical Dispatch. |
| 171 | Recognize dispatch danger zones that could lead to civil action or other disciplinary procedures. |
| 172 | Define and explain the term "911." |
| 173 | Identify and explain the components of an enhanced 911 system that make it superior to a basic 911 system. |
| 174 | Identify the fire tetrahedron and how it relates to the building blocks of fire. |
| 175 | Identify the different classifications of fire. |
| 176 | List the components of the Incident Command System (ICS) and explain the origin of the National Incident Management System (NIMS). |
| 177 | Refer to S.C. Code of Laws for information. |
| 178 | Understand and have a general knowledge of criminal gangs. |
| 179 | Understand and properly carry out assigned duties in accordance with the National Incident Management System (NIMS) and the Incident Command System (ICS) requirements. |
| 180 | Participate in hands-on simulator training that incorporates all aspects, roles, and responsibilities of a telecommunications officer. |
| 181 | Participate in NCIC Full Function training. |
| 182 | Participate in NCIC user class. |

| | Equipment |
|----|---|
| 1 | 911 Alarm Indicators |
| 2 | 911 Telephone system |
| 3 | Alpha-numeric Paging System |
| 4 | ANI/ALI System |
| 5 | CAD Program Software |
| 6 | Cell Phone |
| 7 | Chairs |
| 8 | Clerical Tools (Stapler, Hole Punch, Pens, Forms, Calculator) |
| 9 | Clocks, Manual Time Clocks & Computer |
| 10 | Computer |
| 11 | Computer Software (Word-Excel, email internet access, "text to 911" software) |
| 12 | Copier |
| 13 | County/Municipality Directory |
| 14 | Departmental Telephone Lists |
| 15 | Desk/Console |
| 16 | Division Call Out Lists for After Hours Emergencies |
| 17 | EMD Software & Cards |
| 18 | Emergency Preparedness Division Red Book |
| 19 | Fax Machine |
| 20 | Fire & Tornado Alarms for Building |
| 21 | Fire Extinguishers for Communications Room |
| 22 | Fire Tones & Paging Software |
| 23 | First Aid Kit |
| 24 | Flashlights and batteries |
| 25 | Foot Pedal |
| 26 | Handheld Radio |

| | Equipment |
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| 27 | HAZMAT Software or NAERG Manual |
| 28 | Headset for Phone & Radio |
| 29 | In-house Warrant Computer |
| 30 | Language Line |
| 31 | Map book, Maps or Mapping Equipment & Software |
| 32 | Master Street Address Guide |
| 33 | Microphone |
| 34 | NAWAS Telephone |
| 35 | NCIC Code Manual |
| 36 | NCIC Procedures Manual |
| 37 | NCIC Terminal |
| 38 | Nuclear Activation Equipment |
| 39 | PAWN System |
| 40 | Policy and Procedure Manuals |
| 41 | Printer |
| 42 | Printer Paper |
| 43 | Public Education/Information Materials |
| 44 | Quality Assurance Software |
| 45 | Radio Speaker Box |
| 46 | Radio System (800 & VHF) |
| 47 | Recording System for Telephones and Radios |
| 48 | Reverse 911 System |
| 49 | Security Cameras |
| 50 | Security Monitors & Equipment to Gain Access to Center |
| 51 | Shredder |
| 52 | Speakers |

| | Equipment |
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| 53 | TDD Machines |
| 54 | Telephone Criss-Cross Reference Books and Software |
| 56 | Telephone Books and Reference Books and Software |
| 57 | Telephone Handsets |
| 58 | Telephone Message Pads |
| 59 | Telephone System—Administrative |
| 60 | Time Clocks; Time Stamp |
| 61 | Audio/visual equipment |
| 62 | VIN Assist Software |
| 63 | Weather (Doppler Radar) |
| 64 | Writing Paper |
| 65 | Writing Utensils |
| 66 | SCEMD Phone |
| 67 | Foot Warmer |
| 68 | Lamp |
| 69 | Fan |
| 70 | KVM Switch |
| 71 | Evacuation Switch |