

## **TELECOMMUNICATOR BASIC FUNCTION**

Responsible for receiving calls in the 24-hour/7-day-per-week Emergency Call Relay Center (ECRC) from citizens for emergency and non-emergency issues in adherence to departmental policies and procedures; obtain information from callers and determine type of action to achieve successful problem resolution; record citizen information into the computer database ensuring 100% accuracy; employ complex Graphical Information Systems (GIS) ensuring calls for service are relayed to the appropriate governmental jurisdiction; establish a good working relationship with team members and department contacts in order to maintain and continuously strive to improve the level of overall service being provided; assist with performing quality reviews of services provided and department interactions by escalating work flow and communication issues to supervisor to help identify trends indicating the need to revise existing methods and procedures.

Applicant for this job will be expected to meet the following minimum qualifications.

- High school diploma required.
- Associate's degree in communications, business, or similar field preferred.
- Equivalent work experience in a similar position may be substituted for educational requirements.
- One year experience in emergency services dispatching in a 9-1-1 center or similar environment required.
- 24/7 on call experience preferred Basic knowledge of MS Outlook, Excel, Word, and PowerPoint required.
- May be required to work varying shifts.
- Bilingual in English and Spanish (skill may or may not be required dependent upon position that is open).

Intrado Inc. is North America\*s leading provider of 9-1-1 infrastructure systems and services. Founded in 1979,

Intrado\*s wide range of offerings for safety and commercial markets includes 9-1-1 data management, wireless data services, target notification and data aggregation and delivery. The company's unparalleled industry knowledge in data management, network transaction, call handling and notification technology reduces the effort, cost, time and complexity associated with providing reliable information for 9-1-1, safety and commercial applications. Please visit our website for more information on the company at [www.intrado.com](http://www.intrado.com)

Please send your resume with salary requirements to HR@Intrado.com Only qualified candidates will be contacted. Drug Test, Background Review, and Motor Vehicle Check required. Intrado is an Equal Opportunity Employer Intrado 1601 Dry Creek Dr, Longmont, CO 80503 Fax: (720) 494-6652 Web: <http://www.intrado.com>