

## *North Carolina 911 Board*

### **Telecommunicator Qualification Standards**

A Telecommunicator shall mean any person engaged in or employed as a full time or part time 911 communications center call taker (emergency communications specialist, emergency dispatcher, etc.) and is engaged in the act of processing a 911 call for emergency assistance by a Primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder and 911 System.

Every Telecommunicator employed or certified in North Carolina shall:

1. be a **citizen** of the United States;
2. be a **high school graduate**, or the acceptable equivalent (GED);
3. have been **fingerprinted** by the employing agency;
4. be **physically capable** of performing the duties of a Telecommunicator;
5. have produced a negative result on a **drug screen**;
6. be of **good moral character**;
7. have a **background investigation** conducted by the employing agency, to include a personal interview prior to employment; and
8. not have committed or been convicted by a local, state, federal or military court of:
  - a) a **felony**; or
  - b) a **crime** for which the punishment could have been imprisonment for more than two years.

These qualifications are minimum standards and are not intended to be the only standards. Employing agencies may have additional qualifications as they deem appropriate.