
TELECOMMUNICATOR, BASIC

SUMMARY

The purpose of this classification is to serve as a training position for meeting the requirement of certification as a Telecommunicator within three (3) months of employment and Telecommunicator, Dispatcher within one (1) year of initial employment. . If assigned to TFR, the requirement to obtain certification as a Telecommunicator is within two (2) months of employment, Dispatcher within three (3) months of employment. Also, to answer multiple telephone lines, to communicate efficiently and effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for dispatch or transfer calls appropriately, and to perform administrative tasks as required and/or assigned.

ESSENTIAL FUNCTIONS

The following duties are normal for this classification. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Specific duties listed may not be required for all positions within this classification, but are determined by the normal requirements for the particular position.

Receives certification as a Telecommunicator by successfully completing department training.

Answers multiple telephone lines including E-911 communications and non-emergency calls; enters emergency call data into computer for dispatch or transfers/connects calls to appropriate department, extension, service provider, or agency.

Maintains communications with caller to obtain/verify pertinent information and to calm until assistance arrives; facilitates welfare checks on E-911 hang ups.

Monitors multiple radio frequencies often while answering/handling phone calls or other radio frequencies and responding to in-person requests for services or records; monitors alarm systems at specific locations.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels while initiating and responding to calls for service; requests as required: ambulances, wreckers, and utility companies.

Takes and relays messages to officers, other divisions, local agencies, and/or other City departments; places calls for officers and supervisors.

Contacts appropriate City departments and/or utility companies to resolve the following problems: street and traffic light outages, downed street signs, roadway debris, and power outages.

Monitors other responding units activities at all times to ensure safety of personnel involved, specifically: those working accidents, fires, hazardous incidents and/or dangerous criminal activity.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Performs multiple tasks simultaneously; takes appropriate action when presented with a call or a stressful situation; remains calm under all circumstances.

If assigned to TPD, enters/retrieves data into/from national and state law enforcement (ACJIC/NCIC), Spillman/CAD (Computer Aided Dispatch) and/or in-house computer; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually on entry cards when computer is out of service.

If assigned to TPD, performs computer background checks on criminals; reviews records for stolen pawn shop tickets; responds to inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides information from computer database as requested by law enforcement officers and/or other agencies.

Provides the public with directions and referrals, responds to citizen complaints and concerns, and provides requested information about the community or immediate circumstances/situations.

Operates telecommunications device for the deaf; performs pager, phone, and/or radio knock out tests.

Sends, acknowledges, and logs teletypes; assigns case and warrant numbers; prepares extra patrol requests and out-of-town advisories.

If assigned to TPD, maintains assorted logs detailing daily activities, specifically: wrecker service requests, warrants, other City department requests for service, Spillman/Computer Aided Dispatch (CAD) system dispatching, various messages, NCIC entries/retrievals of information, facsimiles and teletypes, and administrative tasks.

Completes, prepares, processes, and/or files forms, teletypes, legal documents, requests, reports, correspondence, and documentation associated with the daily responsibilities of this position; maintains files and administrative records.

Performs the following administrative duties: replenishing forms supply, changing computer paper, shredding confidential material, disseminating information to various departments, and pulling entry cards for validation.

Performs the following clerical tasks: sending facsimiles, making photocopies, delivering mail, locating and retrieving telephone numbers and addresses, and researching and contacting business/residence call-outs.

If assigned to TPD, cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations within city jurisdiction.

Attends training courses offered by the department or required by law in order to maintain applicable certifications, to remain abreast of departmental operations, and to promote improved job performance.

Assists co-workers and/or supervisors in training of new employees.

Recommends and supports policies and procedures that guide and support the provision of quality services by the Communications Department.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must meet regular attendance requirements.

Substitutes for co-workers in temporary absence of same; requests additional personnel as needed to maintain adequate manpower during shift.

May be required to work on various shifts, overtime, weekends, and/or holidays.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

MARGINAL FUNCTIONS

Performs other related duties as required and/or assigned.

MINIMUM QUALIFICATIONS

High school diploma or GED required; no experience required. Must be at least 18 years of age. Must obtain and maintain a valid A.C.J.I.C., N.C.I.C. and/or telecommunications certification within one (1) year of hire date. Must obtain certification as a “Telecommunicator” within three (3) months of employment and “Telecommunicator, Dispatcher” within one (1) year of initial employment. If assigned to TFR, must obtain certification as a “Telecommunicator” within two (2) months of employment this includes successful completion of EMD, EFD and the TFR Training Manual and “Telecommunicator, Dispatcher” within three (3) months of employment. This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

PHYSICAL REQUIREMENTS: Must be able to operate a variety of automated office equipment including computer, printer, copy and facsimile machines, telephone switchboard and associated equipment, calculator, shredder, TTY and TDD equipment, and communication radios. Physical demand requirements are at levels of those for light work.

DATA COMPREHENSION: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include directories, maps, handbooks, reference and code books, guidelines, and manuals.

INTERPERSONAL COMMUNICATION: Requires the ability to speak with and/or signal people to convey or exchange technical, law enforcement, legal, emergency medical, and personnel related information, including giving/receiving assignments and/or directions to/from co-workers, assistants, managers, or supervisors as well as communicating with officials, law enforcement, hospital/EMS, court personnel, utility personnel, security units, and the general public.

LANGUAGE ABILITY: Requires ability to read a variety of legal, technical, and informational documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex legal, medical, technical, and dispatching related principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to add and subtract, multiply and divide, and determine time.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape using job related equipment which may include standard measuring and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment, TTY and TDD equipment, and telephone switchboard system.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, switchboard system, office equipment, communication radios, TTY and TDD equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DIFFERENTIATION: May require the ability to discern color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.