

TELECOMMUNICATOR

General Statement of Duties

Performs responsible clerical and public safety work dispatching emergency calls and assisting the public.

Distinguishing Features of the Class

An employee in this class receives incoming routine and emergency public safety calls, dispatches proper personnel for assistance, and maintains contact with public safety units. Employees also utilize computer-aided dispatch to receive and dispatch calls, and enter disposition of calls, maintain a variety of manual logs, and assist the public with various information. Work involves frequent public contact which requires tact, firmness and decisiveness in obtaining necessary information from people who are under extreme stress. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions from sworn personnel. Work is performed under general supervision and is evaluated through observation, discussion and feedback from officers in the field.

Duties and Responsibilities

Essential Duties and Tasks

Receives routine and emergency telephone calls and personal requests for assistance on multiple lines concerning crimes, fires, public utilities, or general information; obtains needed information concerning nature of problem; dispatches police calls; pages after hours utilities staff; transfers other emergency and non-emergency calls to proper location.

Performs customer service work for the Police Department assisting visitors with information, procedures, obtaining accident reports and other needs.

Operates emergency equipment to maintain contact with public safety personnel; dispatches staff to answer requests for assistance and emergency incidents; receives and transmits information and messages; tracks police, fire and EMS staff for safety and location.

Operates Division of Criminal Information (DCI) terminal to send and receive messages and research information regarding criminal histories, vehicle identification, and crimes.

Maintains an in-house computer database and communications logs and reports including the nature of calls, actions taken and the times involved; maintains a variety of manual logs of information regarding fuel, vehicle usage, community service, citation books, animal control activities, lost and found, etc..

Provides information to the public over the telephone and in person concerning a variety of town services; provide copies of accident and other appropriate reports to the public.

Updates CAD records with new addresses, businesses, and other information.

Type records, reports and otherwise assist other departmental staff; maintain a variety of records, logs, data, etc.; perform data entry to update data files.

Additional Job Duties

Performs related duties as required.

Recruitment And Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of the operation of a police communications system and related Federal Communications Commission regulations.

Considerable knowledge of the geographic layout of the town, and the location of streets, important buildings, and other landmarks.

Considerable knowledge of proper incident and related report completion and data entry.

Working knowledge of the functions, practices and procedures of the Police Department, Fire Department, and other services dispatched.

Working knowledge of office technology and the application of technology to dispatch and records.

Knowledge of grammar, spelling, and vocabulary.

Considerable skill in customer service and public contact.

Skill in collaborative conflict resolution.

Ability to accurately receive and clearly transmit radio communications.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to establish and maintain effective work relationships with departmental staff and the public.

Ability to follow oral and written instructions.

Ability to perform data entry at the proper speed and accuracy.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, reaching, lifting, fingering, grasping, talking and hearing.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to operate computer equipment, and to maintain and review manual written records.

Desirable Education and Experience

Graduation from high school and some related communications, dispatching or reception work experience; or an equivalent combination of education and experience.

Special Requirement

Certification or the ability to obtain certification by the State of North Carolina as a DCI Operator within three months of appointment to this classification.

Atlantic Beach
2006

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a complete job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.