
Job Description

TELECOMMUNICATOR

Southwest Central Dispatch

General Statement of Essential Job Tasks:

The primary responsibility of the Telecommunicator is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the Telecommunicator determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the Telecommunicator dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The Telecommunicator is additionally responsible for retrieving and accurately relaying to requesting field units information contained in the State (*LEADS*) and National (*NCIC*) computer systems, and for entering law enforcement data (*warrants, property and people*) in the appropriate computer system(s).

Supervision Received:

This position reports to a Shift Manager.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Answers 9-1-1 voice and TTY telephone calls requesting emergency services. Questions callers to determine the nature and location of the problem; extracts and records essential information and, when appropriate, provides emergency medical pre-arrival instructions as dictated by predetermined emergency medical dispatch guidecards. Calls back disconnects to determine nature and location of problem, enters information as appropriate.

Dispatches, via a radio console, emergency and other calls requiring police and/or fire and/or EMS response according to priority and availability of field units. Coordinates the response of primary, back-up and support units and/or other agency assistance as required. Maintains strict radio discipline at all times. Complies with FCC regulations and SWCD policies/procedures in the transmission of all radio traffic.

Monitors dispatched units' activities and receives and transmits to field units updated information as it's received.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files relating to call-taking and dispatching activities.

Dispatches police response units to non-emergency situations such as lockouts, vandalism, abandoned vehicles, property damage reports, etc., as required.

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General Description of Essential Job Tasks, *continued*

Retrieves and accurately relays to requesting law enforcement field units information contained in State and National computer systems (*e.g. information regarding motor vehicles, driver's licenses, wants and warrants, etc.*). Enters warrants, property and/or people in the system(s) as appropriate.

Monitors fire, intrusion, panic and robbery alarms and contacts key holder(s) and others, as required by SWCD policy, to inform of alarm activity.

Notifies public works or utility service vehicles to respond to emergency repair service calls such as broken water mains, down power lines, etc.

Answers non-emergency (administrative) telephone lines, provides routine non-technical information upon request and refers all other inquiries to the proper person or department.

Essential Knowledge, Skills and Abilities:

Communications: Must have the ability to actively listen to others for an understanding of their needs and situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

Decision-Making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; the ability to handle a variety of rapidly flowing information at once; the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (*i.e., avoid personal involvement*). Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (*i.e., teamworker abilities*). Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Professional Attitude: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, confidential information; the ability and willingness to support and carry out directives.

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Essential Knowledge, Skills and Abilities, *continued*

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations; and the ability and willingness to show initiative in completing work assignments.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio including the ability to hear and understand other outside sound sources while wearing a communications headset (*i.e., the ability to hear sound sources not coming through the headset; ability to hear through both ears*). Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps, and the ability to distinguish between colors on a color-coded computer screen. Must have the ability to type accurately on a computer keyboard while conversing with callers. Must have the ability to record names and numbers accurately (*i.e., not transpose numbers and/or letters*). Must have the ability to remain at the same workstation (seated or standing) for extended periods of time.

Technical Knowledge: Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to:

- Knowledge of functions and operation of computer aided dispatch (CAD) system.
- Knowledge of functions and operation of manual call-recording and dispatch system.
- Knowledge of functions and operation of telephone console, radio console, TTY and other standard Communications equipment.
- Knowledge of FCC rules and regulations applicable to radio broadcasts.
- Knowledge of proper use of ANI/ALI displays/information.
- Knowledge of basic telephone and radio techniques/procedures for handling incoming emergency calls and dispatching response units.
- Knowledge of basic police/fire/EMS complaint/dispatching terminology.
- Knowledge of proper use of emergency medical pre-arrival guidecard system.
- Knowledge of the proper procedure for 9-1-1 transfers; knowledge and understanding of the purpose of 9-1-1.
- Knowledge of proper use of LEADS and NCIC computer systems and functions.
- Knowledge of legal liability issues common to emergency call-taking, public safety dispatching and records keeping.
- Knowledge of the geographical area served (*e.g., familiarity with street names/layout; landmarks; numbering schemes; rivers; lakes; freeways, etc.*).
- Knowledge of proper preparation of required reports, logs and forms.
- Knowledge of SWCD policies, procedures and standards of expected performance.
- Knowledge of available resource materials and their use in performing job duties (*e.g., manuals, directories, maps, etc.*).

Professional Certifications: Must have the ability to obtain within the first year of employment and to maintain during employment:

- Basic Telecommunicator Certificate
- APCO Emergency Medical Dispatch Certificate (*or equivalent as approved by SWCD*)
- LEADS/NCIC Basic Certification
- CPR Certification
- Other certifications as determined by changing job requirements or SWCD.