

911 Telecommunicator I

Job Description

Job Grade: 8	Job Code:
Job Group:	Job Family:
Department Name For This Position:	Position Reports To (Immediate Supervisors Title): 911 Telecommunications Supervisor
Physical Location For This Position:	This Position Is: Non Exempt
This position is safety sensitive: No	Security Sensitive: Yes

General Description

To receive incident reports, including emergency calls through 911, and simultaneously enter information into the computer. Operates public safety dispatching equipment as assigned.

Essential Duties and Responsibilities

1. Answers and responds appropriately to incoming public assistance and 911 emergency calls from the general public, private alarm companies, etc. Determines, calmly and effectively, critical information for processing a call, including establishing the nature of the incident; this may require an employee to use originality in asking appropriate questions while maintaining departmental policy and procedure. Enters and codes information into the computer while simultaneously receiving information from the caller. Determines what agencies need to respond to an incident, and operates dispatching equipment to dispatch fire or police vehicles and personnel; transfers caller information to appropriate agency as necessary. Interfaces with the ACIC system in order to input data and obtain information on driver's licenses, vehicle registrations, "wants and warrants," etc., as required. Sets priority of calls based on policy and nature of incident-Delete, set by policy Maintains the current status of personnel and equipment already out on calls while dispatching. Maintains accurate records of tape recording devices and computer operations as required- Delete. Secures the assistance of other agencies as needed. Stays current on specific crime problems, unusual fire and police field operations, etc., that must be considered when dispatching. Reads and interprets a variety of resource material, procedural manuals, etc. Utilizes appropriate equipment necessary to perform job duties such as computer, two-way radio, as well as related dispatch and recording equipment. Conducts minor tests and inspections on equipment. Performs minor office functions such as filing, copying and sorting.

Fiscal Responsibilities

Annual budget total value

Funds, facilities & equipment total value

Supervisory Responsibilities

How many non-supervisory employees are directly supervised by this position?

How many supervisors report to this position?

How many employees, in total, report to the other supervisors?

What departments (if any) are supervised by this position?

- Responsibilities For Work Of Others: No supervision.
- Responsibility For Funds, Equipment, Property, Etc.: REGULARLY responsible for property where carelessness or error would result in only MINOR damage or MINOR monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

Education And Experience

- Education: High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc.
- Experience General: 12 to 18 months related experience and/or training.
- Experience Management: Not Required

Work Skills

- Analytical Ability/ Problem Solving: MODERATELY REPETITIVE. Activities with slight variation using a definite set of processes or directions with some degree of

supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

- Planning: LIMITED RESPONSIBILITY with regard to GENERAL ASSIGNMENTS in planning time, method, manner, and/or sequence of performance of own work operations.
- Decision Making: Performs work operations which permit FREQUENT opportunity for decision-making of MINOR IMPORTANCE and also FREQUENT opportunity for decision-making of MAJOR IMPORTANCE; the latter of which would affect the work operations of OTHER EMPLOYEES and/or CLIENTELE to a MODERATE DEGREE.
- Supervision Received: Under GENERAL SUPERVISION where standard practice enables the employee to PROCEED ALONE on routine work, referring all questionable cases to supervisor.
- Accuracy: Probable errors would not likely be detected until they reached another department, office or patron, and would then require CONSIDERABLE time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a LIMITED EXTENT, but where succeeding operations or supervision would NORMALLY PRECLUDE the possibility of a serious situation arising as a result of the error or decision.
- Communication Skills: Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.
- Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.
- Critical Thinking Skills: Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.
- Mental Demand: CLOSE MENTAL DEMAND. Operations requiring CLOSE AND CONTINUOUS ATTENTION for control of operations. OPERATIONS REQUIRING INTERMITTENT DIRECT THINKING to determine or select the most applicable way of HANDLING SITUATIONS regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

Other Skills

undefined

Accountabilities

- Freedom To Act: GENERALLY CONTROLLED. General processes covered by established policies and standards with supervisory oversight.
- Annual Monetary Impact: NONE: Job does not create any dollar monetary impact for the organization.

- Impact Of Job On End Results: MODEST IMPACT. Job has some impact on the organization's end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

Certificates, Licenses, Registrations

Required

Must be able to acquire and maintain ACIC Level I and Level II Certification within one year of date of hire. Must acquire and maintain CPR, Emergency Medical Dispatch and Telecommunicator certifications.

Preferred

Contacts With Public and Employees

- Contacts With Employees: Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.
- Contacts With Public: Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

Machines, Equipment & Computers

- Use Of Machines, Equipment And/Or Computers: Regular use of highly complex machines and equipment; specialized or advanced software programs.

Software Skills Required

Software Ability

- 10-Key: Basic
- Accounting: None
- Alphanumeric Data Entry: Basic

- Contact Management: Basic
- Database: Basic
- Enterprise Resource Planning: None
- Human Resources Systems: None
- Payroll Systems: None
- Presentation/PowerPoint: Basic
- Programming Languages: None
- Spreadsheet: Basic
- Word Processing/Typing: Basic

Other Software Skills

undefined

Work Environment

How much exposure to the following environmental conditions does this position require? Show the amount of time by checking the appropriate boxes below.

- Work near moving mechanical parts (spinning shafts, engines, lifts, etc.): Never
- Work in high, precarious places (tall structures, bucket lifts, extension ladders, etc.):
Never
- Fumes or airborne particles (painting, sanding, solvents, flying lint or dust particles, etc.):
Never
- Toxic or caustic chemicals (including potential for chemical spills, etc.): Never
- Outdoor weather conditions (exposure to outdoor heat, cold or inclement weather): Never
- Wet or humid conditions (not weather-related, such as greenhouse, carwash, etc.): Never
- Extreme cold (not weather-related, such as freezer, cold storage, etc.): Never
- Extreme heat (not weather-related, such as furnace, kitchen, ovens, etc. where
temperature is regularly above 100 degrees F): Never
- Risk of electrical shock (live electrical wires, equipment that retains power after shutoff):
Never
- Work with explosives (TNT, dynamite, nitroglycerine, or other related explosives):
Never
- Risk of radiation (x-ray equipment, nuclear radiation, electromagnetic radiation, etc.):
Never
- Vibration (jackhammer, soil compactor, equipment that creates high vibration, etc.):
Never

- Indicate the level of noise that is typical for the work environment for this position by checking the appropriate box below.: Moderate (business office with computers/printers, light traffic, etc.)
- Working Conditions: Somewhat disagreeable working conditions. Exposed to any number of elements noted in Degree 2, with one or two elements present continuously. May involve some travel and/or work is at times, in the evening or during the night hours.

Physical Demands

Physical Activities

- Stand: Occasionally
- Walk: Occasionally
- Sit: Frequently
- Use hands to finger, handle, or feel: Frequently
- Reach with hands and arms: Frequently
- Climb or balance: Occasionally
- Stoop, kneel, crouch, or crawl: Occasionally
- Talk or hear: Continuously
- Taste or smell: Occasionally

Weight Lifted

- Up to 10 pounds: Occasionally
- Up to 25 pounds: Occasionally
- Up to 50 pounds: Occasionally
- Up to 100 pounds: Never
- More than 100 pounds: Never

Vision requirements

- Close vision (use of a computer, equipment, or any other work duties that require clear vision within two feet or less).
- Distance vision (driving vehicles or equipment; work duties such as surveying that requires clear vision at twenty feet or more).
- Color vision (interpreting color software screens or reports; work duties that require the ability to identify and distinguish colors).
- Peripheral vision (seeing 180 while focusing on a given object or area; work duties that require seeing beyond or around the focused vision area).
- Depth perception (ability to utilize three-dimensional vision to judge distances, placement of objects and spatial relationships).

- Ability to adjust focus (work duties that require the ability to adjust the eye to bring an object into sharp focus at various distances or focal lengths).
- Physical Demand: SEMI-REPETITIVE, LOW PHYSICAL: SEMI-REPETITIVE type work which requires PERIODS OF CONCENTRATION FOR VARIED TIME CYCLES as prescribed by the tasks.

Additional Information

Core Competencies / Additional Info

Knowledge Public safety communications knowledge is preferred, but not required. **Abilities** Effectively deal with people and highly stressful situations, which may be for an extended period of time; assess situations quickly and accurately; use appropriate judgment when responding to incident reports including emergency situations; learn and follow established procedures; learn to operate a computer terminal, two-way radio, as well as related dispatch and recording equipment; prepare and maintain accurate records; follow oral and written instructions; communicate clearly and effectively both verbally and in writing; deal effectively and courteously with associates and the general public; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others. **Physical Requirements** Performs bending and reaching necessary to obtain resource materials; subject to sitting for long periods of time. Must be able to grip objects and wear communications headset that will cover or fit within the canal of one ear. Must be able to hear and understand spoken communications originating simultaneously from both the headset and other sources in the communications room. **Working Environment** Primarily indoors, with heating and cooling regulated; exposure to constant noise in a work environment with minimal natural lighting. **Miscellaneous Requirements** Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Must successfully complete a background investigation; must not possess any felony convictions; and must pass pre-employment drug testing.

Yet More Additional Info

undefined

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