

JOB FACTS SHEET

Position: Public Safety Telecommunicator



BASIC INFORMATION

1) GENERAL STATEMENT OF ESSENTIAL JOB TASKS

The public safety telecommunicator's primary responsibility 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 or transfers to, the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched or agencies transferred to.

2) SCHEDULING

The communications center is staffed 24 hours a day, 365 days a year. Telecommunicator's work 12-hour fixed shifts or a power shift determined needed by the Director. Regular shift hours are 7:00 a.m. to 7:00 p.m. and 7:00 p.m. to 7:00 a.m. Because the communications center must be staffed at all times, mandatory overtime may be assigned.

The telecommunicator must not be late to work since each position must be covered at all times. An employee who is late causes the outgoing person to work overtime to cover the position. Late employees are subject to discipline.

Because the communications center must be staffed 365 days a year, the telecommunicator will be required to work a high percentage of weekends and/or holidays.

3) SUPERVISION

The telecommunicator is under the direct supervision of a Team Leader. The telecommunicator must conduct duties in accordance with established policies, procedures, rules and regulations. The telecommunicator is also expected to exercise reasonable judgment and discretion on occasion in view of the special and unusual circumstances that can be present in this work.

4) TRAINING

Newly hired telecommunicators must successfully complete a comprehensive in-house training program composed of classroom training sessions and an on-the-job training program. Newly hired telecommunicators are on probation for six (6) months. Comprehensive monitoring of on-the-job performance will be done during and after the probationary period. Failure to perform up to established performance standards during or after the probationary period, tardiness, unexplained absence, or other policy or rule violations will be grounds for progressive disciplinary action, including discharge.

QUALIFICATIONS FOR APPOINTMENT

Candidates meeting the minimum qualifications for the position will be required to participate in a pre-employment hiring process designed to determine their compatibility with the essential and prerequisite skills and abilities required for successful performance in this position.

The pre-employment hiring process consists of:

- Keyboarding test
- Position compatibility testing
- Pre-employment job interview
- Reference check and criminal history/background check
- Medical examination and drug screen (after a conditional offer of employment)

MINIMUM QUALIFICATIONS (required to be eligible to participate in the hiring process)

AGE:

Must be at least 18 years of age

EDUCATION:

High school diploma or general education degree (GED)

SPECIAL REQUIREMENTS:

- Must have the ability and willingness to work all shifts of a 24-hour per-day period and be available for emergency call-in overtime.
- Must have the ability to type at least 30 words per minute on a computer keyboard.

ESSENTIAL and PREREQUISITE SKILLS and ABILITIES (required to be eligible for appointment to the position)

ORAL AND WRITTEN COMMUNICATIONS

Must have the ability to:

- Understand the English language.
- Orally communicate events and information in English, professionally and precisely.
- Read and understand written communications.
- Report events and information in writing legibly and accurately, using proper English grammar and structure.

INTERPERSONAL RELATIONSHIP ABILITIES/PERSONAL MATURITY

Must have the ability to:

- Perform multiple tasks simultaneously (do several things at once and remain focused under stress).
- Appropriately handle stressful situations and maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.
- Handle objectionable contacts with tact and diplomacy.
- Detach from callers' emotions, yet project an image of empathy.
- Accept criticism and/or discipline and responsibility for actions.
- Demonstrate good team worker abilities.
- Respect private, confidential information.
- Maintain dependable work habits.

JUDGMENT

Must have the ability to:

- Learn and apply the operational functions, policies and procedures of the position.
- Remember numerous details and accurately recall information.
- Act in an objective, decisive manner, using good judgment.
- Effectively prioritize situations and information and make appropriate decisions based on information received.

PHYSICAL ABILITIES

Must have the ability to:

- Hear and understand sound sources coming through a communications headset or a radio or a telephone receiver; as well as the ability to hear and understand other outside sound sources not coming through the headset or receiver (i.e., ability to hear through both ears).
- Speak English with sufficient clarity to be understood by others on the telephone, the radio or in person.
- Read and discern visual images on a variety of media (i.e., ability to "see" various written materials and various equipment displays/screens), including the ability to distinguish between colors on a color-coded computer screen.
- Write English legibly.
- Record names and numbers accurately (i.e., not transpose numbers and/or letters)