

## **Telecommunicator Job Description**

- Operates radio base station equipment to dispatch law enforcement, emergency medical, and fire/rescue units to emergency and non-emergency situations, relaying data to and from emergency personnel in a timely manner. Prioritizes dispatch for medical situations.
- Answers multi-line phones including emergency 911 and incoming administrative calls
- Monitors several radio channels, and conducts dispatch for approximately 30 agencies.
- Exercises independent good judgment in determining the correct classification and assessment of incoming calls, and takes appropriate action.
- Gathers information from the public quickly and accurately to relay to officers, staff and outside agencies.
- Communicates with detention facility personnel regarding inmate data and information.
- Provides information to department personnel and the public.
- Enters information into the Computer Aided Dispatch (CAD) or other computer software programs gathered via telephone or dispatch radio.
- Must be able to gather information from callers who may be hysterical, abusive, incoherent, intoxicated or excited while maintaining a calm and professional demeanor.
- Performs various, routine administrative and record keeping duties, including telephone, radio and other forms of communications related to Law Enforcement and Fire/EMS activity.
- Enters warrants, missing persons, and stolen property data into NCIC computer systems.
- Maintains confidentiality of services and information.
- Assists in training, ensuring all new personnel receive necessary training and all required training is up-to-date for all Dispatchers.

### **Required Knowledge, Skills, and Abilities:**

- Ability to communicate effectively and comprehensibly with officers, outside agencies, office personnel and the public.
- Ability to hear and speak in a clear and concise manner.
- Ability to perform multi-task duties, including simultaneously monitoring or talking on multiple telephone lines and radio channels, and to complete work while incurring frequent interruptions.
- Ability to type a minimum of 35 words per minute with accuracy.
- Ability to understand, interpret, retain and relay information gathered via telephone or dispatch radio.
- Ability to operate communications equipment including base radio station, mapping software, computers, multi-line telephone system and standard office equipment.

### **Physical Requirements of Position:**

- Ability to handle situations of verbal and mental dispatcher abuse, when confronted with callers who may be hysterical, abusive, incoherent, intoxicated or excited; ability to present a calm and professional demeanor.
- Dexterity to manipulate keys, keyboards and buttons. Adequate hearing and visual acuity and ability to coherently understand and speak the English language. Requires sitting for extended periods of time while observing computer screens, working rotating shifts, holidays and weekends and engaging in functions in confined areas.

**Education:**

- High school graduate or equivalent.

**Special Requirements:**

- Required to maintain CPR certification.
- Required to maintain NCIC certification.
- Must pass background investigation and maintain security clearance to operate NCIC systems.
- Required to work rotating shifts, including weekends and holidays, and cover shifts with little or short notice.