

## TELECOMMUNICATOR I

\*\*256\*\*

### DEFINITION

This is responsible (9-1-1) communications work in receiving and transmitting messages via radio, telephone, computer aided dispatch (CAD) and data transfer.

Incumbents are responsible for receiving varied calls by radio, data transfer, or telephone, for transmitting requests to the proper party and for dispatching proper equipment and personnel as needed or as directed. Incumbents work under general supervision in routine phases of the work but receive specific instructions and assistance on difficult or unusual problems. Normally they analyze the message, and through knowledge gained by training and experience, transmit a request for mobilization of the necessary personnel and equipment. Assists in controlling situations and providing post dispatch information/pre-arrival instructions. Calls are received and dispatched within time limits established for experienced Telecommunicators.

EXAMPLES OF WORK PERFORMED (All duties may not be assigned to all employees in this position, nor does the list necessarily include all tasks which may be assigned to employees in this position.)

### **Essential Job Functions:**

Receives police, fire and medical calls via 911 during routine and high stress emergency situations (categorizing and prioritizing calls while simultaneously entering data), and determines the correct and most efficient resource to be utilized, and dispatches the appropriate personnel or agency accordingly.

Monitors calls after initial dispatch, including providing pre-arrival medical instructions to callers in accordance with Emergency Medical Dispatch guidelines.

Monitors and updates responding units with additional information such as locations, directions, and any changing situations, gathering and reporting information requested by responding units, and dispatching back-up units as needed.

Performs automatic and requested notification of key personnel or departments when needed to include after hours call out of both Investigators and Narcotics units, after hours call out of city wide departments when situations dictate, and the notification of important information to police patrol supervisors.

Coordinates assistance to and from other agencies and departments as requested, including contacting other various agencies for responses to specific situations such as police and fire mutual aid, specialized units, and other requested medical providers.

Accesses the NCIC law enforcement information systems to obtain information regarding outstanding warrants, records information, vehicle data, and other related information and relays such information to the requesting emergency personnel, including disseminating confidential information in the form of Criminal histories, Driver histories, and terrorist threat information.

Enters and/or removes a variety of information into the ACJIC system including missing persons, juvenile runaways, stolen articles, guns and cars.

Notifies shift supervisor of emergency situations and keeps supervisor notified of major field problems.

Processes administrative telephone traffic including routine administrative calls, non-emergency calls for service, operation of the City switchboard, receiving of after hours complaints for all departments, TDD/TDY calls, coordination with other public safety agencies and support personnel.

May serve as Communications Training Officer including providing training and evaluations of probationary employees, providing counseling of employee on tasks performed, providing remedial training in areas of deficiency and providing instructions as needed.

Performs various maintenance duties including testing radios, checking the 911 printers and performing related duties as required to include basic housekeeping.

Monitors weather conditions and alerts Emergency personnel and other departments and agencies of severe weather advisories and imminent dangers.

**Important Job Functions:**

Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices and new developments in police, fire and EMS areas.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

**Material and Equipment Used:**

CAD System	Paging System	Radio Systems	Various Computer Systems
Switchboard	TDD System	Alarm Systems	General Office Equipment
Weather Monitoring System		Resource Materials	

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

The City of Dothan and surrounding agencies.

Streets, road and highways in the area services by the department and the roads and highways of the county.

Computer information retrieval of law enforcement radio communications operations, NCIC computer, CAD system, and computer information entry systems.

Department organization, standard operating guidelines and policies, rules, and regulations.

Computer Aided Dispatch and enhanced 911 systems.

Emergency treatment protocols through the use of EMD guide cards.

All computer applications and hardware related to performance of the essential functions of the job.

Hostage negotiation, suicidal tendencies counseling and handling hysterical callers.

**Skill in:**

Using a computer terminal to accurately and rapidly enter and retrieve data and information.

Operating multi-lined telephone, nationwide teletype and radio equipment in receiving and transmitting calls.

Communicating clearly and effectively, both orally and in writing, using both technical and non-technical language.

**Mental and Physical Abilities:**

Ability to assess and prioritize emergency situations while remaining calm and using sound judgment.

Ability to efficiently obtain the necessary information from individuals in stressful or emergency situations.

Ability to establish and maintain effective working relationships with a variety of individuals.

Ability to enter numerical and related data into the computer at least 40 words per minute.

Ability to deal courteously and firmly with the general public in emergency and non-emergency situations.

Ability to multitask during both routine and stressful situations.

Ability to maintain confidentiality on all emergency and police matters.

Ability to maintain effective work relationships.

Ability to be regular and dependable in attendance.

While performing the essential functions of this job, the incumbent is frequently required to sit for extended periods, use hands to finger, handle or feel, speak and hear and lift and/or move up to 10 pounds.

**Working Conditions:**

Work is performed indoors with little exposure to outdoor temperatures.

The incumbent's working conditions are typically moderately quiet to very loud.

Working time may require irregular hours, shift times, and/or on-call status.

**QUALIFICATIONS**

Graduation from high school or GED, including or supplemented by completion of a standard course in typing.

**Prefer:** Successful completion of the Associated Public Safety Officials Telecommunicators Course (APCO) (40-hour didactic, with supervised on-the-job training of at least 9 months). HTE Public Safety Computer Training for Computer Aided Dispatch (CAD) (Initial Training 32 hours, multiple 4-hour training sessions annually depending upon the number of system upgrades that are loaded--4 have been loaded since 1993); American Heart Association Cardio Pulmonary Resuscitation (CPR) Course (8 hours initial course, with 4 hours annual recertification; American Heart Association Basic Life Support Instructors Course (8 hours initial course, with 4 hours annual recertification); Associated Public Safety Officials Emergency Medical Dispatch Course (APCO EMD) (32 hour course initially, 16 hours annual recertification); Hazardous Materials Awareness Class (4 hours initial course, 4 hours annual recertification); Alabama Criminal Justice Information System Certification (ACJIS) (24 hours initial training and an annual 8 hour recertification); Public Safety Answering Point (PSAP) training on: Emergency Communications System ECS-1000, Enhanced 9-1-1 Public Safety Answering Point (PSAP) equipment, Headset Line Interface Module (HLIM), CML emergency telephone system; Associated Public Safety Officials Training Officers Course (40-hours); and E. F. Johnson 800 MHz Radio Training (40 hours).

A completed employment application to include, but not limited to, detailed description of duties, month and year, and complete mailing address of each job listed.

**NOTE:** Applicants with a comparable combination of education and experience that demonstrates an equivalent level of preparation in the knowledge, skills and abilities listed are also encouraged to submit an application for this position.

CONDITION OF EMPLOYMENT/PROMOTION/TRANSFER

The City of Dothan's Police Department will administer a polygraph examination to anyone hired/promoted/transferred into this position. The examination will be a question and answer test that covers areas of your background, including but not limited to your employment application, employment history, and involvement in criminal activity, such as thefts and domestic violence, drug usage and participation in the distribution of illegal and legal prescription medications.

NECESSARY SPECIAL REQUIREMENTS

Ability to obtain a restricted radio telephone operators license as issued by the Federal Communications Commission.

Ability to obtain certification and recertification on Criminal Justice computer by ACJIS (Alabama Criminal Justice Information System).

Ability to successfully complete a Public Safety Telecommunicator course per department standards and requirements.

Ability to obtain certification and recertification of an Emergency Medical Dispatch course per department standards and requirements.

Ability to obtain certification as a Communications Training Officer.

Ability to obtain certification and recertification in CPR. Ability to obtain certification as a CPR Instructor.

Ability to operate computer aided dispatch and Enhanced 9-1-1.

An applicant may be required to successfully pass a typing test requiring 40 net words per minute.

In an emergency and/or standby situation an employee in this position must be able to report to his/her regular work station in a maximum of 30 minutes from the time of notification. (PBA 01/09/95)

Must meet the City of Dothan's employment physical standards which includes drug/alcohol testing.

An employee in this position is subject to random drug testing. (PBA 02/09/98).