

TELECOMMUNICATIONS OPERATOR

Reports to: Telecommunications Supervisor

Department: Police

Position Control No.: 02520

Exempt Non-Exempt

Full Time Part-Time Seasonal

Department Head Approval: *Robert [Signature]*

Date: *1-21-09*

JOB SUMMARY:

The employee receives requests for police, fire and emergency medical services; dispatches police units; as well as operates various telecommunications equipment, etc.

ESSENTIAL FUNCTIONS:

1. Answer multi-line telephones including E911 calls.
2. Communicate effectively, courteously, and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, to protect the safety of officers and the public.
3. Simultaneously listen and comprehend both telephone and radio traffic.
4. Assist and record requests for police, fire and emergency medical services from the public and departmental personnel-via telephone, radios and in person.
5. Comprehend and apply City ordinances, policies and procedures.
6. Document all activity, locations and status in computer aided dispatch system, quickly disseminating and additional information.
7. Operate computer terminals for specialized access with various automated data banks.
8. Work in a confined area for 8+ hours and remain seated for long periods of time entering data into various computer systems on a constant basis.
9. Simultaneously input, retrieve and maintain information, reading from both computer screen and printouts.
10. Operate multi-channel radio systems.
11. Assign appropriate police personnel for routine and emergency calls for service.
12. Operate all communication equipment in low-light conditions, discerning distinct colors used with the CAD (Computer Aided Dispatch) System.
13. Concentrate on many tasks through many distractions.
14. Operate and perform daily maintenance on equipment, e.g. video recording/closed circuit television and audio logging equipment.
15. Prepare written performance reviews and assist in training new employees.
16. Attend/testify in all criminal and civil courts when summoned, attends training schools/seminars and other city related events with may require travel (occasionally overnight).
17. Required to work any shift, holiday and weekends as needed for scheduling purposes.

QUALIFICATIONS:

1. High school diploma or GED.
2. Must have or be able to obtain a basic telecommunications certificate.
3. Strong verbal and written communication skills.
4. Good organizational skills.

5. Work without constant direct supervision.

PHYSICAL REQUIREMENTS:

1. Must be able to lift 30 pound boxes.
2. Must be able to sit for extended periods of time.
3. Climb and stretch to reach areas of the work site for routine cleaning and inspections.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel classified.

APPLICANT: Are you cable of performing in a reasonable manner the activities involved in the job or application for which you have applied? Yes/No _____

Signature

Date