



PUBLIC SAFETY TELECOMMUNICATOR

EXEMPT:	No	DEPARTMENT:	Emergency Communications Center
REPORTS TO:	Communications Supervisor	PAY RANGE:	\$33,280 - \$37,440

GENERAL PURPOSE

The Telecommunicator works as the first of the first responders whose primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical and other public safety services via telephone, radio and other communication devices. Shares and disseminates information with other law enforcement agencies via Colorado/National Crime Information center (CCIC/NCIC) and Colorado Bureau of investigation (CBI) computer systems.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

The below list is intended to be illustrative of the responsibilities of the position and not all encompassing. The City may change these duties at any time.

- Answers radio and telephone calls and through thoughtful and knowledgeable questioning, determines jurisdiction and customer needs; provides the information or contacts the resources needed (police, fire, EMS or tow truck)
- Responds to routine radio and telephone calls requesting information or assistance; takes complaints from citizens by phone and/or in person including accident, vandalism and theft reports. Provides information to outside customers; screens/transfers calls, takes messages, and returns phone calls as necessary following Department policy, regulations, procedures, and established policy..
- Maintains accurate information regarding the location and status of law enforcement or emergency fire and rescue personnel, vehicles and equipment.
- Conducts searches through CBI and prints results for law enforcement or authorized personnel; contacts other law enforcement agencies for the Department to provide or request information.
- Gathering, analyzing and reporting critical information during life-or-death situations such as crimes in progress, medical emergencies and fire/rescue incidents.
- Managing communications of emergency personnel responding to incidents and assisting with incident operations during events.
- Taking protective actions for first responders by providing life-safety information during responses.
- Analyzing conflicting and or limited location information to direct responders to the scene.
- Operates computers and standard office equipment including commonly used computer software programs.
- Maintains regular and acceptable attendance at such level as determined.
- Is available and willing to work such overtime per day or per week as determined necessary.
- Is available and willing to work such weekends and holidays as necessary to meet operational needs.

- Interacts effectively with others and exercises good judgment when dealing with people in sensitive situations.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skills, and/or abilities required:

- Ability to remain calm and rational in emergency situations and to respond and communicate clearly, accurately and appropriately to callers who may be incoherent, emotionally distraught, hysterical, unresponsive or non-receptive to verbal communications.
- Solid interpersonal and organizational skills, tact and ability to resolve problems and manage conflict.
- Ability to receive, record and respond to simultaneous multiple emergency calls for assistance and the ability to prioritize and communicate responses to appropriate personnel or support agencies.
- Basic knowledge of government regulation and the ability to read, interpret, apply and communicate the requirements of selected provisions, codes and regulations.
- Ability to read, understand and interpret street and emergency response maps, including the ability to receive and give directions using maps.
- Requires the ability to effectively operate a two-way radio; multi-line telephone, including telecommunication devices for the deaf (TDD); computer-aided-dispatch (CAD) equipment; related communications console equipment; personal computer with assigned software; photocopier, telefax; and paper shredder.
- Ability to establish and conduct verbal communications, working as a team member for long periods of time; to effectively communicate and interact with callers or visitors who may be angry, argumentative, or disagreeable.
- Solid knowledge of business office practices, office terminology and procedures.
- Solid customer service skills
- Ability to transcribe difficult dictation.
- Ability to work independently and exhibit skills in organization and professional level services.
- Ability to deal effectively with a variety of personalities and situations requiring tact, judgment, and poise.
- Ability to respond calmly and effectively in stressful situations.
- Ability to adhere to the laws, policies and ethics of confidentiality.
- Skills in utilizing problem-solving strategies.
- Ability to write effective and comprehensive reports.
- Knowledge of current technological capabilities and applications.
- Ability to establish and maintain effective working relations with employees, supervisors, other organizations and the general public.

EDUCATION AND EXPERIENCE

- **Minimum Education:** High school diploma or equivalent. Emergency communications experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities are preferred.
- **Possess or ability to obtain** CPR/first aid certification.
- **Ability to obtain and maintain:** Basic Telecommunicator certification; Colorado Crime Information Center Computer Operator certification and ability to obtain Emergency Medical Dispatch certification.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position. They are included for informational purposes and are not all inclusive.

Occasionally: Activity exists less than 1/3 of the time.

Frequently: Activity exists between 1/3 and 2/3 of the time.

Constantly: Activity exist more than 2/3 of the time.

- Constant use of eye, hand and finger coordination enabling the use of automated office machinery and writing utensils.
- Constantly involved in oral and auditory interaction, enabling interpersonal communication, including automated devices such as the telephone and radio.
- Spends 90% of the time sitting, 5% standing, 5% walking while on the job
- Occasionally stoops, kneels, crouches and balances while filing or operating office machinery.
- Frequently uses visual capacity including depth perception, color vision, and peripheral vision enabling completion of required office duties.
- Occasionally lifts or carries up to 20 lbs. when moving office supplies or files.

WORK ENVIRONMENT:

Work in this class is sedentary in nature and is generally confined to a standard office environment.

Members **MUST BE** available for work schedule assignment to rotating shifts, weekends, and holidays. The environment is extremely stressful during peak activity periods demanding full attention and coordination of numerous tasks simultaneously.