

## **Police Telecommunicator - 4031**

### **Primary Reason Why Classification Exists**

To perform routine telecommunications work in receiving and processing emergency and non-emergency calls for the police department.

### **Distinguishing Features of the Class**

An employee in this class is responsible for receiving service calls from the public, prioritizing calls, dispatching appropriate public safety officials, and maintaining open lines of communication with public safety during emergency situations. Emphasis of the work is on taking emergency calls from citizens or businesses, data entry into emergency CAD dispatch consoles, providing information and referral to the public, and communicating with police and fire officials during emergencies. The employee must have the ability to handle multiple situations at a time and the ability to make decisions quickly under stressful situations. Work is supervised by a shift supervisor or law enforcement officer. Work is evaluated on the basis of handling calls according to defined protocols, personal observation, review of tapes, and feedback from public safety personnel and the general public.

### **Illustrative Examples of Work**

- Receives incoming calls from the public; evaluates requests for service and makes decisions on which public agency provides the required assistance to the situation; prioritizes the call according to severity
- Receives after-hours calls for utilities, street maintenance, and traffic signal malfunctions
- Dispatches police officials to emergencies; communicates with police or fire officers during situations; sends additional units to situation based on officers requests or updated information
- Monitors self-initiated activities of police officers and provides them with information on retained suspects
- Maintains records of authorizations, warrants, and other information required for DCE/NCIC entries; logs all activities
- Uses NC AWARE Program to check for outstanding warrants; communicates results to officers in the field
- Closes telecommunications calls for service and identifies police units back in service
- Updates criminal history logs

### **Knowledge, Skills, and Abilities**

- Knowledge of the operation and use of computer aided dispatching equipment
- Knowledge of FCC communications signals in lieu of voice traffic
- Knowledge of various support manuals and resources such as call books, HAZMAT manual, tactical dispatch manual, and other standard operating procedural manuals
- Some knowledge of current telecommunications practices and procedures as well as practices and procedures used in the police and fire departments
- Some knowledge of city geography and street locations
- Ability to manage multiple situations at once under stressful conditions
- Ability to operate a computer terminal, telephones, radios, computer-aided dispatch (CAD) consoles; ability to sit for long periods of time in low light with multiple computer screens
- Ability to enter information on a call while talking to a citizen, or police, fire, or EMS unit providing service

- Ability understand or comprehend calls made with different accents or broken English
- Ability to read maps quickly, scan warrant files, and review recorded tapes
- Ability to calmly communicate with people in emergency and stressful situations and document actions taken

### **Physical Requirements**

Work in this position is sedentary requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects. Sedentary work involves sitting most of the time. Employee must have the visual acuity to operate a computer terminal. Focused concentration for extended periods of time causing fatigue without periodic breaks is an occupational hazard. Employee works rotating shifts which can cause fatigue from switching internal biorhythm clocks

### **Working Conditions**

Employee works in an atmospheric controlled environment and is not substantially exposed to adverse environmental conditions with the exception that the work area is devoid of primary lighting due to visibility requirement of multiple computer screens

### **Education and Experience**

Graduation from high school or GED equivalency and some prior experience in a dispatch function or extensive public contact role. Prior experience in a law enforcement or fire/EMS environment is desired

### **Special Requirement**

NC DCI Certification

**FLSA Status:** Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

### **Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

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