

TELECOMMUNICATOR BB

CODES/PAY GRADE

Class Code: 3108

EEO Code: F

FLSA: NE

Pay Grade: 413

MAJOR FUNCTION

Specialized work in receiving, screening and dispatching messages over a computer aided dispatch (CAD) and public safety radio communications system.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Level I

Operates a telephone console having several trunk lines and a number of extensions. May operate a teletype machine, computer terminal, telephones, radio consoles, and other allied field communications equipment.

Answers all incoming calls and makes proper connections or referrals. Receives calls for service or assistance of a routine and emergency nature and follows prescribed procedures in the handling of the calls, obtaining information and routing the information to the proper person.

Records information (incoming and outgoing messages) obtained via telephone and/or other sources (teletype, computer, radio consoles or field equipment) from the public on the appropriate forms. Prepares required reports forms covering all outgoing calls, incoming calls and messages.

Performs related work as required.

Level II

Practical application of radio dispatch procedures, with multi-task capabilities. Ensures responsive communications flow between other sections, division, or departments to achieve the objective of public safety operations.

Performs all duties assigned to Level I.

Level III

Performs all duties assigned with Level I and Level II.

In accordance with department policies and procedures, receives and dispatches emergency calls from the public to the appropriate service provider.

Dispatches all requests for Law Enforcement, Fire/EMS assistance, pick-ups, instructions, information, related messages and other communications to field units as required.

Immediately notifies field shift supervisor and communications supervisor of any incident involving damage to department vehicles or equipment, injury or death of department members,

disasters, or any other type of call of consequence.
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Upon request of competent authority, broadcasts description of wanted persons, property, special attention notices, weather bulletins, fire forecasts, etc.

Monitors all radio frequencies. Properly answers mobile units or other agency calling them. Relays important information to appropriate channel operator.

Prepares and maintains records, logs and schedules of calls received. Prepares reports indicating action taken via computer or other means per department policy/procedure, or as instructed by shift supervisor.

May serve as assistant shift supervisor. May make oral and written reports as required. May be responsible for the communications operation in the absence of the Telecommunicator Supervisor.

May function as communications training officer (CTO.) Assists and instructs subordinates on unusual or exigent situations.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Level I

Knowledge of a wide range of telecommunications equipment that includes telephones, 800 MHZ voice and data radio communications, teletype, field communications, and computer aided dispatch (CAD) system. Working knowledge of policies and procedures relating public safety communications. Knowledge of Federal Communications Center (FCC) rules and regulations applying to telecommunicator's responsibility.

Ability to learn and use FCIC/NCIC and CJIS systems. Ability to communicate clearly and concisely with public, coworkers and other agencies including distraught individuals.

Level II

Ability to learn and use proper radio language, procedures, codes and signals. Ability to utilize such language, procedures, codes and signals at all times. Ability to analyze a situation accurately and to take or suggest an effective course of action.

Level III

All KSAs of Level I & II.

MINIMUM QUALIFICATIONS

See attached document for minimum education and experience requirements.

ADA REQUIREMENTS

Physical Demands: Sedentary work. Ability to see, hear, talk, sit, reach, grasp; finger dexterity. Ability to tolerate long-term sitting and use of CRT screen.

Environmental Demands: Inside work. Ability to tolerate confined, closed space.
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Mental Demands: Ability to read and comprehend technical and professional journals, manuals, procedures and instructions; maps, layouts, memos, summaries, reports and evaluations. Ability to perform basic mathematical functions. Ability to write compound sentences relaying information, data and details. Ability to speak clearly and concisely. Ability to comprehend and use radio codes and designations.

9/30/01

Revised 3/04

Revised

New 10/96

SEE PROGRESSION AGREEMENT FOR ACTUALS