

**CLASS TITLE: PUBLIC SAFETY TELECOMMUNICATOR - LEVEL II**

**PURPOSE OF THE CLASSIFICATION:** Under direct supervision is responsible for answering emergency and non-emergency requests for Public Safety service, directs calls according to procedures, and other related assigned duties.

**ESSENTIAL TASKS:**

- Receives and responds to a variety of emergency and non-emergency requests for assistance and information.
- Gathers vital information from callers; sends calls to police dispatchers for assignment, dispatches police responders.
- Operates a multi-line telephone console system and a telecommunications device for the deaf (TDD) or teletypewriter (TTY) system for the deaf and hearing-impaired.
- Determines and assigns the level of priority of the call and enters the data into a computer-aided dispatch system for radio dispatch purposes.
- Monitors and operates radio consoles and computer equipment.
- Dispatches and coordinates the responses of public safety agencies.
- Identifies appropriate number and type of equipment to dispatch.
- Enters and modifies information into local, state, and national computer databases.
- Monitors and responds to a variety of technical systems and alarms.
- Completes training in police dispatch communications
- Reports equipment malfunctions
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and three (3) hours at an accredited college or university, or equivalent contact hours or continuing education units, and one (1) year of experience as a Public Safety Telecommunicator Level I; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Public Safety Telecommunicator progression criterion document for further information.

Knowledge, Abilities and Skills: Good knowledge of techniques used in effective telephone communications; good knowledge of geography of the City; and some knowledge of general clerical duties and procedures. Ability to think and act quickly in emergency situations; ability to quickly and accurately obtain information and speak clearly over the telephone and radio; ability to work under stressful conditions; ability to work shifts, overtime, and emergency callbacks; ability to perform varied tasks simultaneously; ability to focus on tasks in noisy, distracting environment; ability to work in close contact with people in a secured environment; ability to recall information; ability to learn and apply established operating procedures governing the communications system; ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information; ability to effectively operate public safety data input systems; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may require sitting for extended periods of time; subject to standing, bending, reaching, lifting, walking, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors; requires use of telephone and other office equipment; mandatory overtime required with callback possible, and schedule irregularities.

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May be asked to assume higher classification responsibilities on a limited basis due to staffing and other considerations. May be asked to assume higher classification responsibilities on a limited basis due to staffing and other considerations.

**Class Code: 2601**

**EEO Code: N-06**

**Pay Code: EC-02**

**Group: Engineering, Planning, and Technical**

**Series: Communications Operations and Maintenance**

**Effective Date: March 20, 2019**