

CLASS TITLE: PUBLIC SAFETY TELECOMMUNICATOR - LEVEL III

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for receiving calls for emergency services and directs calls according to established procedures, dispatches public safety personnel and equipment according to established 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 and fire dispatchers for assignment, dispatches police and fire responders
- Completes training for fire dispatch
- Operates a multi-line telephone console system and a teletype (TTY) or telecommunications device for the deaf (TDD) 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.
- Provides training and guidance to co-workers under direction of training coordinator
- Reports equipment malfunctions
- Performs level I and II duties as required
- 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 six (6) hours at an accredited college or university, and one (1) year of experience as a Public Safety Telecommunicator II; 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 additional information.

Knowledge, Abilities and Skills: Good knowledge of the City and county geography; good knowledge of local Law, Fire, Police and EMSA operations, practices, policies, locations and available equipment; and good knowledge of the operation of various communications equipment and back-up systems. Ability to act and think quickly in emergency situations; ability to quickly and accurately obtain information and speak clearly over the telephone and radio; ability to use a headset; ability to work under stressful conditions; ability to work shifts, overtime and emergency callbacks; ability to perform various tasks simultaneously; ability to focus on tasks in noisy and distracting environment; ability to work in close contact with people in a secured environment; ability to learn and apply operating procedures governing the use of assignment or personnel and equipment; 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; ability to learn and apply established operating procedures governing the communications system; 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, headset, radio and telephone, and foot dexterity enough to use a foot pedal on radio console; occasional lifting and carrying up to 10 pounds; may require sitting for extended periods of time; subject to reaching, lifting, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

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Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors; and requires use of telephone, radio and other office equipment; operation is 24 hours a day, 7 days a week, 365 days a year with overtime required, callback possible, and schedule irregularities. May be asked to assume higher classification responsibilities on a limited basis due to staffing and other considerations.

Class Code: 2603

EEO Code: N-06

Pay Code: EC-03

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance

Effective Date: March 20, 2019