

CLASS TITLE: PUBLIC SAFETY TELECOMMUNICATOR - LEVEL I

PURPOSE OF THE CLASSIFICATION: Under immediate supervision is responsible for the initial reception and routing of calls for emergency and non-emergency requests for public safety service according to pre-determined procedures and other related assigned duties.

ESSENTIAL TASKS:

- Completes Basic 911 Academy
- Completes training on call-taking and entry-level dispatching function for police response
- 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, and provides both police and dispatcher with communication and support services
- 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 (CAD) system for radio dispatch purposes
- Monitors and responds to a variety of technical systems and alarms
- 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) with one (1) year of experience in general office, customer service, or public safety or military communications experience including data entry and public contact; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Ability to think and act quickly in emergency situations; ability to quickly and accurately obtain and recall 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 learn the geography of the City; and the 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 act quickly and take control during emergency situations; ability to be organized and trustworthy, calm and level-headed; ability to quickly and accurately obtain and recall 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 learn the geography of the City; and the 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 write clearly and spell correctly as well as to follow instructions. Must meet qualifications of each hiring step including a background investigation, various skills tests and a personal characteristics profile.

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; and requires use of telephone and other office equipment, mandatory overtime required, callback possible, and occasional schedule irregularities. May be asked to assume higher classification responsibilities on a limited basis due to staffing and other considerations.

Class Code: 5504

EEO Code: N-06

Pay Code: EC-01

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance

Effective Date: March 20, 2019