

CLASS TITLE: PUBLIC SAFETY TELECOMMUNICATOR - LEVEL IV

PURPOSE OF THE CLASSIFICATION: Under general supervision monitors and directs the receiving of calls for emergency and non-emergency services; dispatches 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
- 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
- Completes training in public safety communications instruction
- 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 nine (9) hours of approved coursework from an accredited college or university or equivalent contact hours or continuing education units, and one (1) year of experience as a Public Safety Telecommunicator III; 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: Considerable knowledge of the City and county geography; considerable knowledge of local Law, Fire, and EMSA operations, practices, policies, locations, and available equipment; considerable knowledge of the operation of various communications equipment and back-up systems; and good knowledge of Federal, State, and local regulations applicable to radio communications. 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 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 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; ability to communicate effectively both verbally and in writing; 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 10 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: Certified status in one or more of the following is preferred: International Academies of Emergency Dispatch (IAED) or Association of Public-Safety Communications Officials (APCO).

WORKING ENVIRONMENT: Working environment is primarily indoors; and requires use of telephone, radio and other office equipment; 911 operation is 24 hours a day, 7 days a week, 365 days a year with mandatory overtime required, callback possible, and schedule irregularities.

Class Code: 5505

EEO Code: N-06

Pay Code: EC-04

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance

Effective Date: March 20, 2019