

Telecommunicator

Reports to: **9-1-1 Shift
Manager**

FLSA Status: NON-EXEMPT

DEFINITION

The Telecommunicator serves as the first contact for persons reporting emergencies or incidents of a suspicious, dangerous or criminal nature, requesting public safety response services for themselves or others, using the telephone number 9-1-1 or by other means of communication received at the Public Safety Answering Point. The Telecommunicator is responsible for assessing the nature of the incident and choosing the proper response agency/unit. The Telecommunicator uses computer technology and 2-way radio to select and dispatch response units, monitors the status of the units and responds to requests for further assistance and information. The Telecommunicator records all pertinent activity and incident information and does other related work as required.

EXAMPLES OF TASK AND DUTIES

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Receives voice telephone calls or other device based requests for assistance, emergency service or incident reporting; accesses a foreign language interpreter service when required.
- Maintains a reassuring and calming manner with callers who may be agitated, confused, frightened or verbally abusive to obtain required information; persuades emergency callers to stay on the line.
- Obtains, verifies, and records the location of the emergency or call for service, the name of the caller, the nature, severity, status of the emergency, and obtains any other information needed to perform a qualified assessment of the circumstances.
- Transfers the caller or information to the proper PSAP when necessary including notification when mutual aid is required.
- Identifies appropriate available response assets; selects, dispatches and monitors status of the assigned units.
- Coordinates with other Telecommunicators to dispatch multi-agency or jurisdictional responses.
- In response to medical emergencies, provides instructions from scripted protocols and gives pre-arrival instructions to stabilize the medical condition of victims until the arrival of the emergency medical services.

- In non-medical emergencies, provides precautionary instructions and advice to help assure the personal safety of persons and/or to minimize the loss of property, pending the arrival of fire, police, or other assistance.
- Relays newly received information or instructions to response units via 2-way radio or data display device considering the importance and confidentiality of the message.
- May assist in locating or contacting off-duty individuals needed to staff the response.
- Detects and may take alternative/corrective action when communication system or program errors occur and reports the malfunction to proper personnel.
- Make entries, inquiries, cancellations, and modifications of records in various systems and databases such as the National Crime Information Center (NCIC) and Law Enforcement Agencies Data System (LEADS)
- Activates emergency alert systems, such as outdoor warning sirens and tone activated devices.
- Monitors video camera displays for facility based entry, security and other conditions.
- May be trained and certified to provide entry level training to new Telecommunicators
- May be appointed to serve as Lead Telecommunicator to assume certain supervisory tasks in the absence of the 9-1-1 Shift Manager

• **MINIMUM REQUIREMENTS**

- High School Diploma or GED equivalent
- Typing skill minimum of 30 WPM.
- Near and close vision, able to focus and distinguish color variations on computer display screens.
- Hearing acuity in both ears in the normal range of 30 db at 500 to 2000 Hz range.
- A valid state-issued Driver's License with reliable transportation 24x7 to PSAP locations.
- Pass medical and psychological examination, background investigation, alcohol and drug screening.
- Certified or obtain certification within 6 months of employment:
 - LEADS (Full Access)
 - CPR
 - Emergency Medical Dispatch (EMD)

• **REQUIRED KNOWLEDGE**

- Operation of 2-way radio console, audio recording and telephone systems.
- Operation of computerized information systems and navigation of software based processes.
- Activity call codes for the specific situation or incident.
- Procedures used for emergency medical dispatching (EMD).
- Information required for documenting situations and calls.

- Emergency medical, fire, police, and other public safety terminology.
- Functions of response units, apparatus and departments within agencies
- Procedures for dispatching emergency and non-emergency equipment and personnel.
- Information confidentiality and security laws, regulations, requirements and procedures.
- TC3 and Public Safety Agency policies, procedures and guidelines.
- Geography and street locations of Tazewell County including Agency jurisdictions.
- Basic laws and regulations applying to PSAP operation including those of the Illinois Statewide Office of 9-1-1 Administrator and radio licensing by the Federal Communications Commission.

WORKING TASKS, DUTIES and ABILITIES

- Competently operate communications and computer systems in use within the TC3 PSAPs.
- Communicate effectively in the English language; speaking clearly, concisely, and in a professional manner.
- Provide effective instructions and guidance to callers in emergency and non-emergency situations.
- Take accurate and complete messages and relay instructions or questions accurately and clearly.
- Comprehend, interpret, and evaluate relevant complicated information from various sources simultaneously.
- Prioritize tasks, actions, and duties based upon the criticality of the moment and incidents managed.
- Read and discern visual images on a variety of display media.
- Read and understand written information and instructions on forms, including handwritten, hard copy or electronic communications formats, write and print clearly and legibly.
- Communicate with angry, hostile, depressed or distressed English and non-English speaking individuals.
- Understand, remember, and carry out oral and written instructions.
- Identify, decode and determine call locations using appropriate equipment.
- Communicate with Agency First Responders accurately and promptly.
- Recognize incorrectly transmitted or recorded messages, codes, or other errors.
- Read road maps and computerized mapping.
- Maintain confidentiality of information received and processed.
- Enter, modify and delete NCIC and LEADS records.
- Understand complicated situations; apply judgment, discretion, and initiative in accomplishing work.

WORK ENVIRONMENT and PHYSICAL DEMANDS

- Work in an indoor, open-space, climate controlled environment.

- Assignment to a personal workstation setting and space with limited physical area
- Work in a fixed seated or standing position for an extended period of time.
- Work using a keyboard and pointing device for text input and technology control.
- Work using computer screens and pushbutton control panels that require precise manual and visual dexterity.
- Work in a high ambient noise and distracting environment using a communications headset.
- Work in an environment which varies from low activity to extreme high stress without warning or notice.
- Regular reaching, stretching, and lifting of materials and objects up to 10 pounds.
- Work effectively with sleep pattern disruptions as a result of rotational, extended and/or irregular shifts.
- Work overtime before or after scheduled shift period.
- Accurately perform simultaneous multiple tasks requiring manual dexterity and cognitive recognition.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.