

Classification Title: Telecommunicator I

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Operates dispatching equipment to receive and transmit emergency and non-emergency calls, communicates with other law enforcement agencies.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Answers incoming emergency and non-emergency calls. Dispatches requests for service. Ensures that all calls are dispatched in a timely manner, and that information and addresses are correct. Prioritizes incidents to determine urgency.
2	S	Works with callers to determine necessary response. Interprets caller information in order to obtain locations and additional identification.
3	S	Logs and files all inquiries and entries in a timely manner according to policy and procedure.

CLASSIFICATION REQUIREMENTS:

CLASSIFICATION REQUIREMENTS	
Education	High school diploma.
Experience	No experience required.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Completion of Telecommunicator Certification and Criminal Information Certification within one year of employment.
Reading	Intermediate
Math	Basic
Writing	Intermediate
Managerial	Receives Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.

CLASSIFICATION REQUIREMENTS	
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Communications equipment, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.