

Classification Title: Telecommunicator II

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Supervises a team of telecommunications staff and operates dispatching equipment to receive and transmit emergency and non-emergency calls from field law enforcement personnel and citizens, 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	Supervises a shift of telecommunication staff and the operations of emergency communications. Assists in scheduling shifts, submitting time records and approving leave requests.
2	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.
3	S	Logs and files all inquiries and entries in a timely manner according to policy and procedure.
4	S	Verifies accuracy of all computer checks requested.

CLASSIFICATION REQUIREMENTS:

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Education	High school diploma.
Experience	Three years experience as a telecommunicator.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Telecommunicator Certification, Criminal Information Certification.
Reading	Intermediate
Math	Basic
Writing	Intermediate
Managerial	Receives General Direction.

Budget Responsibility	Has no budget responsibility.
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CLASSIFICATION REQUIREMENTS	
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing, and scheduling work.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a 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. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

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.