



Telecommunicator

Department: Police Department

FLSA: Non-exempt

Reports to: Telecommunicator Supervisor

GENERAL DESCRIPTION

Under the general supervision of the Telecommunicator Supervisor, the Telecommunicator operates telecommunication equipment in the receipt and transmission of police, fire and other calls. Telecommunicator perform technical work in monitoring multi-channel telecommunications equipment to dispatch police, fire, first responders or other personnel and equipment in response to emergency and non-emergency calls on an assigned shift. Employees in this class receive complaints and other forms of communications from the general public where appropriate, contacts the units to be dispatched, giving the type and location of the emergency and other pertinent information.

ESSENTIAL JOB FUNCTIONS

Receive incoming calls on multi-band, multi-channel telecommunications equipment; classifies as to nature and type of emergency or call

Obtains precise and detailed information usually from distressed individuals to ensure an appropriate course of action

Dispatches appropriate public safety personnel and equipment

Responds to requests from the general public for information concerning full range of available public services or routes calls to appropriate department, division or person

Records demographics and other identifying data for each call received according to type and nature of emergency or non-emergency

Operates computer terminal for DCI (Division of Criminal Information) and departmental computer system

Enters and extracts data needed for investigative purposes by police or others authorized to receive such data

Receives and dispatches E911 calls, operates E911 equipment, including systems for telecommunication with the deaf

Operates computer terminal for Computer Aided Dispatch (CAD)

Enters and extracts data needed for police operations and other authorized to receive such data; Makes decision if incoming calls should be referred to other local jurisdictions or if other state or local law enforcement, medical or fire personnel should be requested

Receives and dispatches police and fire calls for the Town of Pineville and Town of Pineville

Monitors CCTV and intercom systems

Perform related duties and assignments as directed by the department

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of internal procedures for documenting and responding to all requests for assistance; thorough knowledge of the geographical and topographical features of the Town of Pineville and surrounding area; thorough knowledge of the Town of Pineville infrastructure to include transportation routes, major buildings and residential areas; general knowledge of telecommunications equipment used in law enforcement or public safety environments; general knowledge of public safety policies and procedures for responding to emergencies; ability to operate technical, computerized equipment; ability to communicate precisely with a high degree of accuracy and clarity; ability to type a minimum of 35 words per minute; ability to deal with the public courteously and professionally under stressful conditions ; ability to exercise good judgment and emotional maturity under stressful conditions; ability to recognize potentially dangerous situations based on verbal descriptions; ability to work long hours on rotating or permanent shifts, with occasional overtime as required to ensure the continuity of emergency communications; ability to maintain confidentiality of sensitive information

EDUCATION AND EXPERIENCE

Graduation from High school or GED equivalent and some experience in radio dispatching or public safety telecommunications work requiring computer skills and voice communication preferred; or any equivalent combination of experience and training which provides the required knowledge, skills and ability.

ADDITIONAL REQUIREMENTS

Must be able to read, write and speak the English language

Must be able to acquire and maintain a valid certification from the North Carolina Division of Criminal Information as a DCI Terminal Operator in all five modules

PHYSICAL REQUIREMENTS

Must be able to perform sedentary work exerting up to 25 pounds of force occasionally and less force frequently

Must be able to perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing and repetitive motions

Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, visually inspect and detect small defects in equipment, use measuring devices and do extensive reading. Specific vision abilities required by this position include: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus

Must be mentally able to competently perform all the essential job functions