

NOT A CONTRACT

CITY OF MAULDIN JOB DESCRIPTION TELECOMMUNICATIONS OPERATOR

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information for police, fire, and other public emergency response agencies.

SUPERVISION RECEIVED

Works under the limited supervision of a Uniform Patrol Sergeant.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitors telephones and radio in the dispatch center. Answers all incoming calls and ascertains nature of call. Gathers all necessary information to transmit or relay.

Dispatches police, fire, and other response vehicles for emergency responses. Broadcasts nature, location and time of incident. Contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation. Ensures the presence of reserve units by contacting personnel designated for call-back. Relays information as required.

Receives fire calls, enters information into the computer aided dispatch system, and dispatches both police and fire in accordance with ISO Fire Regulations.

Maintains various logs pertaining to radio and telephone communications, including location of personnel and equipment. Maintains on-going contact with responding personnel and keeps them informed of all incoming pertinent information. Tracks various information such as malfunctioning traffic lights or closed streets and keeps emergency personnel informed.

Uses judgment in determining which calls for service have the highest priority for emergency response.

Receives complaints from public concerning crimes and police emergencies, broadcasts orders to police radio patrol units in vicinity to investigate complaint, and relays instructions or questions from remote units.

Receives messages for officers and other department personnel and logs information as necessary. Receives and transfers incoming calls to other offices within department or takes messages when appropriate.

Accesses NCIC computer for inquiries into an individual's background history, registration of vehicles, license checks, criminal history checks, and other relevant information. Uses NCIC computer to enter and delete wanted persons, stolen property and stolen vehicles. Maintains log of all criminal history checks.

Enters all police incident reports into a computerized records management system.

Records calls broadcast and complaints received in conformance with FCC regulations.

Maintains list of emergency telephone numbers and emergency contact lists for businesses. Maintains reference information for emergency situations.

Operates radios as needed and assists in radio communications; operates base radio as required.
Operates listed office machines as required.

Maintains dispatch documents and records. Prepares case reports.

Trains and evaluates probationary dispatchers.

Maintains dispatch center work area and equipment in clean and working condition.

PERIPHERAL DUTIES

May transmit and receive messages between divisions of own agency, other law enforcement agencies, fire departments, and emergency medical services.

Serves as a member of various employee committees.

Performs other related duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) High school diploma or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and

(B) Two (2) years of customer service, communications, or dispatching experience, or

(C) Any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of computers and electronic data processing.
- Working knowledge of modern office practices and procedures.
- Working knowledge of the operations of a municipal police department.
- Skill in operation of the listed tools and equipment.
- Ability to calm hostile or hysterical persons in order to obtain information for emergency response.
- Ability to perform multiple tasks simultaneously.
- Ability to effectively meet and deal with the public.
- Ability to communicate effectively verbally and in writing.
- Ability to handle stressful situations.

SPECIAL REQUIREMENTS

- Must possess NCIC Certification and E911 Communications Certification within six (6) months of hire;
- Must successfully complete periodic training programs, both internal and external.
- Must successfully complete the department's on-the-job training and evaluation program.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; teletype; typewriter; radio transmitters and receivers; charts; reference books; Schedules; NCIC system; TDD detector.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performing the essential functions of this job.

Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.

- The employee is frequently required to sit and talk or hear.
- The employee is occasionally required to walk.
- The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The work environment is stressful and fast-paced.
- The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.