

POLICE TELECOMMUNICATOR CALL TAKER/POLICE TELECOMMUNICATOR I/II

DEFINITION

Under general supervision, receives 911 system emergency and non-emergency calls and dispatches assignments to established police procedures; operates various telecommunications center equipment; performs related work as assigned.

CLASS CHARACTERISTICS

This is a deep class in which incumbents may be assigned to any level, provided they possess the required education, certification, experience, and successfully demonstrate proficiency that meets the qualifications for the class to which they are to be assigned. Incumbents may be advanced to the higher levels depending upon the needs of the Police Department. Incumbents serve a one-year probationary period as Police Telecommunicator Call Taker and Police Telecommunicator I levels.

Police Telecommunicator Call Taker is the pre-entry/trainee level class in this series. Under close supervision, incumbents learn Police Department and City Policies and Procedures related to receipt and processing of incoming emergency and non-emergency calls.

Police Telecommunicator I is the entry level class in this series. Initially under close supervision, incumbents learn Police Department and City policies and procedures related to the dispatch of emergency and non-emergency calls. As experience is gained, duties become more diversified and are performed under more general supervision.

Police Telecommunicator II is the fully experienced class in this series, competent to perform telecommunications and dispatch work within established guidelines. Incumbents handle inquiries from irate citizens and evaluate and assist in training new staff.

PRINCIPAL DUTIES (Illustrative Only)

- Receives and evaluates 911, police emergency and business calls; transfers calls to appropriate parties or creates a call for dispatch.
- Dispatches police units to emergency or non-emergency locations.
- Handles inquiries and complaints regarding services from the public.
- Operates computer consoles for call input; dispatching and continuous update of suspect information and officer location.
- Enters information in written or computer-based format; logs and fills out call forms; maintains records of radio calls.
- Operates multi-channel radio systems; monitors other channels while maintaining radio traffic on main channels.
- Maintains radio contact with mobile and portable units; recognizes units from other agencies and assists them with City units or supplies requested information.
- Responds to officer-initiated radio traffic and requests and disseminates suspect information from roll call boards, prior calls, and bulletins.
- Monitors closed-circuit security cameras and holding cells.
- Maintains and accesses business and premise history and index files for emergency and other necessary contact.

- Handles in-house and radio paging, crime stopper, animal control, and other after-hours phone lines.
- Provides court testimony related to calls as required.

MINIMUM QUALIFICATIONS

Education/Experience:

Police Telecommunicator Call Taker: Possession of a high school diploma or GED and six months of work experience involving public contact.

Police Telecommunicator I: Possession of a high school diploma or GED and one year of work experience involving public contact.

Police Telecommunicator II: In addition to the above, two years of experience in public safety dispatching and call-taking at a level equivalent to Police Telecommunicator I. Must possess a valid California Commission on Peace Officer Standards and Training (POST) Dispatcher Certificate.

Other Requirements:

- Must possess a valid (two years old or less) typing certificate for at least 40 net words per minute from a recognized organization.
- Must successfully complete a background investigation and a California Department of Justice fingerprint clearance.
- Must meet all California POST minimum selection and training standards for Public Safety Dispatchers.
- Must be willing to work evening, night, weekend, and holiday shifts on a rotation basis.
- Must be willing to be called back or held over to maintain minimum staffing levels.

Knowledge of:

- Terminology used in police and related emergency radio and telephone communications;
- Dispatching codes, policies, procedures, and equipment;
- Operation of communication equipment including telephone, radio, paging, computer, and related systems;
- Basic record keeping principles and practices; and
- Standard office equipment including computerized equipment and typewriter.

Skill in:

- Memorizing codes, names, locations, and other detailed information;
- Assessing and prioritizing emergency situations;
- Attending to multiple activities and sources of input simultaneously;
- Obtaining information from individuals in emergency situations, including those who are emotionally distraught, angry, or difficult to understand;
- Remaining calm and making rapid and sound independent judgments in stressful emergency situations;
- Communicating tactfully and effectively with public, public safety personnel, and others;
- Operating complex radio and telephone systems;
- Operating standard office equipment, including a personal computer;

- Following oral and written instructions;
- Reading and interpreting street maps; and
- Performing routine clerical and record keeping duties.

MENTAL/PHYSICAL REQUIREMENTS

Mobility: constant use of keyboard; constant sitting for long periods of time; occasional bending or squatting.

Lifting: frequently up to 10 pounds; occasionally up to 25 pounds.

Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.

Dexterity: constant repetitive motion; frequent use of computer keyboard; frequent writing; frequent grasping, holding, and reaching.

Hearing/Talking: constant hearing and talking, in person and on the phone.

Emotional/Psychological: frequent decision making and concentration; frequent public and/or coworker contact; occasional working alone.

Environmental: frequent exposure to noise.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.