

	<b>City of Toledo</b> Telecommunicator Job Description	
	<b>Salary Range:</b> \$3,837-\$4,550/hour; depending on qualifications	<b>Department:</b> Police Dept
	<b>Classification:</b> FLSA Non-Exempt	<b>Supervisor:</b> Police Chief
	<b>Representation:</b> Toledo Public Safety Association	<b>Location:</b> Police Department

### General Roles and Responsibilities

Operates police, fire and emergency medical radio equipment to dispatch police, fire, and medical units. Answers telephones, receives incident reports, assigns proper information to patrol and other responding units, makes records checks, operates computer terminal and performs a variety of clerical and record keeping duties. Maintains communication between dispatch center and field units; dispatches units and responds to requests for aid. Maintains logs on all center activities. Composes required reports containing statistics. Performs other related duties as assigned. Dispatch closely interacts with the public over the phone and in person while providing many administrative services such as subpoena service, burn permits, city information, etc.

### Supervision Received and Exercised

- Position functions under the direction of the Dispatch Supervisor and Chief of Police
- This position has no supervisory responsibilities

### Knowledge and Skills Required

#### Minimum Education

- High school diploma or equivalent General Educational Development (GED)

#### Experience

- No experience required.

#### Certifications/Licenses

- Must have valid Oregon Driver's License or the ability to obtain one upon acceptance of the position
- The ability to obtain basic Telecommunications certificate within one (1) year.

#### Knowledge of:

- Safety and Security: Candidates must have the ability to apply knowledge of rules, regulations, and procedures, including safety procedures. Policies and procedures may refer to department policies and procedures related to emergency communications and disaster and special response plans.
- How to effectively communicate.
- Providing excellent customer service.
- How to effectively communicate using telecommunications: Candidates must be able to attain and demonstrate knowledge of telecommunications systems, which may include transmission, broadcasting, and switching systems, and computerized databases, including teletype operations and procedures. Further, they must be able to attain and demonstrate understand basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services and law enforcement agencies.
- Geography: Candidates must be able to understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction.

## **Primary Responsibilities**

- A. Operate a multi-line telephone console system, alerting system, and a Telecommunication device (TDD) system for hearing-impaired individuals
- B. Translate information to the appropriate codes
- C. Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes
- D. Perform emergency medical dispatch and crisis intervention services
- E. Ask vital questions and provide pre-arrival instructions for emergency medical calls
- F. Monitor and operate a radio console and computer equipment
- G. Receive and respond to a variety of emergency and non-emergency services and complaints
- H. Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- I. Dispatch and coordinate the responses of public safety agencies
- J. Identify appropriate number and type of equipment or apparatus to dispatch
- K. Enters and modifies information into local, state and national computer databases
- L. Monitor and respond to a variety of technical systems and alarms

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)*

## **Working Conditions**

This work environment has occasional hazards or obstacles. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with angry or hostile individuals, exposure to contagious disease, etc.

## **Physical demands**

The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires regularly adaptive and flexible responses due to changing priorities, need to juggle timeframes, and need to meet fluctuating deadlines. Interruptions to normal schedules occur and response to new situations is needed regularly. Contacts with others can frequently include difficult or disagreeable people.

This position requires minimal physical effort such as light lifting, carrying or movement, etc. While performing the duties of this job the employee is frequently required to reach with hands and arms, stand, walk, sit, use hands to finger, grasp, handle, feel or operate objects, tools or controls and talk and hear. The employee is occasionally required to kneel and crouch. Physical capability involves use of office or equipment where some agility and hand eye coordination are needed. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.