

## POLICE TELECOMMUNICATOR SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>	<b>Last Action</b>
1164	Police Telecommunicator/*Public Safety	04	069	6 mo.	00/00/00	Rev.
1165	Police Telecommunicator Supervisor	03	069	6 mo.	00/00/00	New

*\*Denotes Alternate Title for class*

### **Promotional Line: 141**

#### Series Narrative

Employees in these positions serve as initial departmental contact with public both by telephone and in person; also receive, interpret, and transmit messages and information for a law enforcement agency and/or fire departments using a variety of telecommunication equipment (such as telephone, two-way radio, teletype, and/or computer terminal).

At higher levels of the series, they supervise or administer varying segments of the campus public safety operations. They may also become involved in maintaining liaisons with other safety or security agencies, in the development and implementation of contingency plans for emergencies, and in the establishment/maintenance of good community relations as well as provide first-line supervision to subordinate telecommunicators to ensure that the communication room provides effective and efficient telecommunication services; and, to provide staff assistance towards the management and administration of the Police Department.

#### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Police Telecommunicator** **1164**

Employees in positions allocated to this level receive, interpret, and transmit messages and information for a law enforcement agency using a variety of telecommunication equipment (such as telephone, two-way radio, teletype, and/or computer terminal). They work under general supervision of higher level personnel.

A Police Telecommunicator typically –

1. Receives and interprets in-coming citizen complaints, inquires, and reports of emergency and non-emergency situations; logs, coordinates, disseminates, and maintains records of messages; may initiate police reports of incidents; originates and disseminates information regarding safety and well-being of law enforcement officers and citizens including mass e-mail, text messaging and/or monitoring surveillance videos, etc.
2. Operates equipment of a communications control center to receive and transmit police business and emergency messages; may monitor and provide base-station service for multiple police and citizen-band radio channels
3. Operates terminal connected to federal, state, or local law enforcement information systems (such as Law Enforcement Agency Data System, LEADS, National Law Enforcement Telecommunications System; or National Crime Information Center) and/or a departmental

computer to enter or retrieve information for the purpose of gathering, verifying, or maintaining data; interprets responses of the data systems; recognizes malfunctions of the terminal and assists system personnel in the correction of problems; possesses and maintains EMD certification

4. Assists in the training of student or replacement telecommunications operators or interns
5. Controls access to police station by requiring proper identification and/or escort
6. Processes routine police enforcement documents and records
7. Operates and monitors the control center of an automated fire/security alarm system; dispatch firefighters or police officers as necessary or dispatch police, fire/EMS as necessary when called by fire/security alarms companies
8. Monitors local weather warning system and broadcast severe weather notices as directed
9. Receives, secures, and maintains records of firearms or lost-and-found property of campus residents
10. Maintains records and security of master keys
11. Performs related duties as assigned

#### **Level II: Police Telecommunicator Supervisor**

**1165**

Employees in positions allocated to this level perform general telecommunicator supervisory work and provide staff assistance towards management and administration of Police Department. They also receive, interpret, and transmit messages and information for a law enforcement agency using a variety of telecommunication equipment (such as telephone, two-way radio, teletype, and/or computer terminal). And work under general supervision of higher level personnel.

A Police Telecommunicator Supervisor typically –

1. Supervises and coordinates the activities of designated personnel in order to assure compliance with department goals, policies and procedures, as well as with specific individual instructions
2. Ensures that the communication room is adequately staffed on a 24/7 basis.
3. Coordinates the hiring process for new telecommunicators
4. Ensures that all telecommunicators are properly trained to respond to routine and emergency-related matters. This includes emergency notification systems for the entire campus. Assists in the training of student or replacement telecommunications operators or interns.
5. Receives and interprets in-coming citizen complaints, inquiries, and reports of emergency and non-emergency situations; logs; coordinates, disseminates, and maintains records of messages; may initiate police reports of incidents; originates and disseminates information regarding safety

and well-being of law enforcement officers and citizens including mass e-mail, text messaging and/or monitoring surveillance videos, etc.

6. Operates equipment of a communications control center to receive and transmit police and fire business and emergency messages; may monitor and provide base-station service for multiple police and fire radio channels. Makes emergency notifications at the direction of supervisory personnel, as well as by procedure.
7. Operates terminal connected to federal, state, or local law enforcement information systems (such as Law Enforcement Agency Data System (LEADS), National Law Enforcement Telecommunications System; or National Crime Information Center) and/or a departmental computer to enter or retrieve information for the purpose of gathering, verifying, or maintaining data; interprets responses of the data systems; recognizes malfunctions of the terminal and assists system personnel in the correction of problems.
8. Controls access to campus building(s) by requiring proper identification and/or escort.
9. Processes routine police documents and records; receives, secures and maintains records of lost and found property.
10. Operates and monitors the control center of a computerized fire alarm system.
11. Monitors and evaluates the job performance of subordinates
12. Serves as a liaison with sworn officers from other jurisdictions.
13. Performs duties of the next lower level of this series.
14. Performs related duties as assigned.

#### MINIMUM ACCEPTABLE QUALIFICATIONS

#### **Level I: Police Telecommunicator**

**1164**

#### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. No record of conviction of a felony or a crime involving moral turpitude

#### KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge, skills, and abilities comparable to those gained by completing four academic years of high school instruction
2. Ability to type at a rate of 25 net words per minute
3. Ability to maintain self-control under stress conditions
4. Ability to maintain confidentiality and security of accessed information

5. Ability to communicate effectively
6. Ability to work hours required by the institution to be served
7. Good vision and hearing
8. Freedom from speech impediments that would prohibit performance of job
9. Working knowledge of NIMS and/or ICS

NOTE: If required by the employing institution, employees must successfully complete a certified public safety telecommunications-training program prior to completion of their probationary period.

Employees must also become certified as a LEADS (Law Enforcement Agency Data System) computer terminal operator prior to completion of their probationary period if required by the employing institution.

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**Level II: Police Telecommunicator Supervisor****1165****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. No record of conviction of a felony or a crime involving moral turpitude
2. High School graduation or GED
3. Two (2) years of full-time experience as a Police Telecommunicator/dispatcher or a certified 911 operator with a federal, state, county, college or university, municipal, or public institutional police organization having a recognized merit system.

**KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)**

1. Working knowledge of all radio and phone equipment housed within the communications center
2. Working knowledge of computer terminal operation and application, text messaging, surveillance equipment
3. Working knowledge of selected police and fire policies, procedures, and terminology
4. Working knowledge of police records systems
5. Working knowledge of police and fire alarm system
6. Working knowledge of Law Enforcement Agency Data System (LEADS)
7. Working knowledge of non-academic personnel procedures
8. Working knowledge of departmental policies and procedures

9. Ability to make decisions
10. Ability to understand, carry out and issue verbal and written instructions
11. Ability to lead telecommunicators and command their respect
12. Working knowledge of NIMS and/or ICS.

NOTE: If required by the employing institution, employees must successfully complete a certified public safety telecommunications-training program prior to completion of their probationary period.

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