

CITY OF CORAL SPRINGS
Classification Description

CLASSIFICATION TITLE: Telecommunicator
FUNCTIONAL AREA: Police Department

WORK OBJECTIVE:

Under general supervision, the purpose of the position is to perform responsible, specialized work in the receiving, prioritizing and dispatching of emergency and non-emergency telephone calls through the police/fire communications system. Employee is responsible for aiding emergency callers to establish composure in order to obtain essential information to document and dispatch the appropriate emergency personnel. Position facilitates the appropriate response for each call placed for service, while maintaining heavy radio traffic for incoming calls for service by units in the field. The employee works within the scope of established laws, rules, and regulations of the work, however, is expected to exercise considerable judgment and initiative in performing work under the established policies and procedures.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Operates a multi-line call system to receive 911 emergency and non-emergency calls. operates basic office equipment.
- Receives telephone calls through the police/fire communications system; assumes control of the conversation; ascertains the nature of the call; prioritizes emergency and non-emergency situations and needs; routes information to appropriate police, fire and rescue units. Provide essential emergency instructions to callers prior to the arrival of police or fire units.
- Alerts other agencies (hospitals, air rescue, etc.) as needed regarding the status of emergency transport.
- Enters information from callers in to a Computer-Assisted Dispatch system (CAD) or prepares complaint cards.
- Dispatches police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability. Determines appropriate apparatus needed to be dispatched for each call. Multi-task between phone, radio and dispatch
- Tracks and logs available and unavailable units in the field.
- Monitors radio frequencies, and maintains open contact with officers to provide administrative support as needed.
- Enters critical information into the Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) systems for the dissemination of information on vehicle registration, wanted persons, warrants, endangered runaways, probation/parole, early inmate release, violent offenders, sexual offenders, predators, terrorists, protection or restraining order.
- Research status of guns, vehicles, parts, boats and other items to determine if stolen. Notify the appropriate agency of the results of research
- Calls for tow trucks and taxis; request specialty unit and outside agency back up as needed.
- Notifies appropriate authorities of missing children information, accident reports involving children; notifies hospitals and emergency medical staff of incoming patient information.
- Communicates and assists each caller equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.
- Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organize emergency records.

Telecommunicator

- Trains and evaluations new employees after becoming certified as a Communications Training Officer.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High School Diploma or recognized equivalent; FCIC/NCIC Certification; supplemented by 1 year previous work experience; excellent verbal communication skills and significant ability to work under stress plus Emergency Medical Dispatch (EMD) Certification, APCO Basic Telecommunicator Certification; or an equivalent combination of education, training, and experience. Required certifications: APCO; FCIC/NCIC; AED; CPR; TDD

Knowledge, Skills, & Abilities –

Knowledge of the principles, practices and techniques emergency/non-emergency call taking; Ability to learn and closely follow the policies, procedures, methods and objectives the Communications Center.

Knowledge of all City, State and Federal laws, rules and regulations applicable to the work.

Knowledge of police and fire emergency terminology and radio signals, interpretation and proper application.

Ability to prioritize emergency and non-emergency requests for assistance.

Ability to establish emotional stability in frantic or fearful callers; ability to efficiently and effectively obtain critical information to aid in the expedient response of emergency vehicles and personnel.

Ability to render quick, responsible decision making, under stressful and emotional circumstances.

Ability to operate emergency multi-line communications systems.

Ability to multi-task; remain calm in stressful emergency situations; work with minimum supervision; and be able to react quickly and efficiently to a crisis.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines; ability to operate Telecommunications Device for the Deaf (TDD).

Ability to read, update and maintain various records and files.

Ability to access, operate and maintain various software applications.

Skill in clearly communicating information both verbally and in writing.

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (20-60 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Must be able to hear and decipher radio, telephone and verbal communications.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations. Exposure to loud noise and electrical equipment.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.