



Job Description

Position Details

Title: Telecommunicator

ID: OPS-11.0

Reporting To: Operations Manager

FLSA Classification: Non-Exempt

Created Date: 7/3/14

Version: 3.0

Position Summary

Under the direct supervision of an Operations Manager or Acting Operations Manager, performs a broad range of duties to ensure the prompt answering of incoming requests for police, fire, and emergency medical services and the timely and efficient dispatch of police, fire, and EMS units in response to those requests. Performs other related duties in the public safety dispatch environment as assigned. Works one of three shifts with rotating days off. Work is performed in an indoor, open-space environment and stationary setting. Dispatchers work with and are surrounded by computer monitors that require detailed dexterity. Dispatchers work at sit/stand consoles and can move in a limited area (limited to headset cord length). Headsets are worn at all times while on duty on the operations floor. Dispatchers are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards. Works in a collective bargaining environment.

Qualifications

Education

High School diploma or equivalent (G.E.D.) preferably with some college level training in law enforcement and/or fire science.

Experience/Certification

Previous experience in a public safety environment preferred but not required. Must be able to obtain and maintain LEADS, CPR and EMD/EFD certifications according to the schedule established by NWCCS.

Integrity

Required to be honest and ethical. Maintains a high level of confidentiality with verbal and written information and knowledge of detailed Center programs and related work that goes beyond established procedures. Must be of strong moral and ethical character. Must have willingness to take initiative; is dependable; exhibits maturity in relationships with others and is self-confident. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all radio, telephone, electronic and personal contacts. Must exhibit tact and diplomacy. Must exclude personal biases from work performance.

Decision Making

Demonstrates the ability to set priorities for the various types of calls received and is able to efficiently process two or more emergency calls at the same time. Must be able to deal with emergency and stressful situations and avoids over reaction. Maintains flexibility in adjusting to situations and follows procedures to support and carry out directives. Exercises common sense in processing and disseminating all information and making judgments.

Essential Functions

Dependability/Reliability

Is reliable, responsible and dependable. Required to be on time for scheduled shift. Complies with NWCDS sick leave policy. Is able to accrue sick days to a minimum of half the amount awarded (uses no more than 40-48 hours of time during the course of an annual appraisal period). Refrains from using sick leave as an adjunct to days off or on weekends. Refrains from developing a pattern of sick leave incidents of one or two days on a recurring basis. Is present at all assigned training sessions and meetings. Understands, and complies with complex concepts, information and instructions including organizational rules, policies, and procedures. Displays responsible behaviors at work. Behaves consistently and predictably. Fulfills obligations, completes assignments, and meets deadlines. Follows written and verbal directions. Adjusts quickly and effectively to changing conditions and demands. Recognizes and conveys change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it. Work requires quick, independent action and alertness in emergency and possible life threatening situations.

Acceptance and Ability to Learn New Work Ideas

Performs all work duties and activities in accordance with Center policies and procedures. Accepts and complies with new policies and procedures without resistance or hesitation. Implements new policies and procedures in an efficient manner. Maintains flexibility in adjusting to new or unique situations and/or procedural changes. Requires being open to change and to considerable variety. Maintains a professional attitude when new systems or procedures are implemented and/or as problems arise. If a problem/concern arises with a new procedure or equipment, an appropriate and timely notification is made. Signs off on all directives in a timely manner without subsequent notification from supervisors.

Responds to Direction

Accepts responsibility for actions while exhibiting maturity and dependability. Maintains confidentiality of events, data and all other proprietary information. Accepts direction as a learning tool and takes corrective action. Does not challenge or resent direction or coaching. Is attentive while receiving direction from supervisors. Maintains a positive attitude and work environment after a constructive criticism. Follows verbal and written direction from management including but not limited to those issued in System and Operational Directives and Personnel Memos. Meets goals and completes tasks from previous evaluations.

Professionalism

Maintains a professional demeanor in all work situations. Establishes and maintains an effective working relationship with other employees. Does not display or engage in habits or traits which impact other employees negatively. Refrains from displaying overt mood swings and from being overbearing and argumentative. Is a positive influence on the morale of other employees. Refrains from becoming upset over situations beyond his or her control. Assists coworkers prior to being solicited to do so. Is courteous to everyone encountered including coworkers, citizens, and personnel from NWCDS departments. Demonstrates a commitment to the values, standards of conduct, and well being of one's profession. Stays calm, thinks clearly, and acts decisively in stressful situations. Accepts criticism and feedback and makes any needed adjustments. Deals calmly and effectively with high stress situations. Strengthens profession by mentoring junior colleagues and championing continuing professional development. Exhibits a positive attitude. Maintains composure, keeping emotions in check, controlling anger and avoiding aggressive behavior, even in difficult situations. Exhibits loyalty and a commitment to the organization, and the agencies the system serves. Handles difficult interpersonal interactions and complaints with tact and diplomacy. Follows rules and standards of dress and personal hygiene and adheres to policies regarding uniforms and appearance.

Seeks and Accepts Responsibility

Recognizes when tasks/specific shift responsibilities need to be completed and completes them without being assigned. Volunteers for projects, additional duties and/or public education opportunities. Works various shift/position assignments, assigned overtime and pager days. Completes project assignments in a timely manner. Demonstrates professionalism and good judgment when acting as a NWCDS representative at meetings/seminars. Manages and accomplishes multiple priorities and varied responsibilities with high accuracy. Thinks and applies judgment, discretion, and initiative in accomplishing work. If TC volunteers to be AOM, the following applies: must accurately complete AOM duties including seating totals, shift notes, building walkthrough, approving short notice time off requests using TeleStaff, ensures proper shift coverage and manages shift effectively using good judgment. If the TC is a certified CTO, accurately completes all CTO responsibilities including but not limited to keeping accurate and detailed documentation and provides feedback both verbal and through the appraisal process in a timely and professional manner. CTO rarely needs assistance or correction for trainee evaluation. CTO seeks timely assistance with any trainee concern. CTO refrains from gossip or making disparaging remarks to/about their trainee, co-workers and the System. CTO refrains from conducting personal work or using personal electronic devices while training. If TC volunteers to teach/develop a class, TC develops/obtains appropriate and accurate content and presents classes in a professional manner. Identifies/troubleshoots equipment problems before asking OM/AOM for assistance and reports malfunctioning equipment.

System Operations: Phones/Alarms

Able to properly log into the correct phone queue, including ACD and Alarms as appropriate. Understands the difference between Record Not Found, Anonymous Call, and ANI Failure calls; knows when and how to accurately create a discrepancy report. Knows when and how to DBR a phone number and how to trace a landline or wireless phone number and correctly submits paperwork with the CAD event attached after doing so. Knows when and how to accurately complete a CAD change form to report new/changed information. Knows the difference between Phase I and Phase II wireless 9-1-1 calls. Knows how to handle abandoned landline and wireless calls. Knows how to utilize standard phone features including hold, park, transfer, conference and TTY. Uses retrieval system to playback calls as needed. Monitors security, fire and medical alarms and warning systems and enters events for police and fire department responses as needed. Can sign in to and properly operate and remembers to sign out of the GEM 9-1-1 software. Has working knowledge of both the SIS and Keltron system functions. Understands the alarm numbering system; and the difference between a Direct Connect, Digital and Radio Alarm. Able to process a valid activated alarm and enters them correctly in the CAD system. Makes contacts in a timely manner in the proper order and documents activity. Properly processes requests to place alarms in/out of service using both the SIS and Keltron Systems as needed. Runs appropriate logs and knows how to identify a conflict. Able to read alarm history and interprets signals accurately. Follows the 0200 out-of-service Keltron policy. Generates and emails weekly and monthly reports as required.

System Operations: CAD/Radio

Able to log into CAD and set up workstation monitors. Can quickly locate relevant information in the GL. Understands the use of Dispatch Warnings and stays aware of status changes at their dispatch position. Understands how to use forms, timers and commands in CAD to effectively call take and/or dispatch. Correctly and effectively makes use of CAD interfaces such as LEADS, Paging, 911, ProQA, SIS and Fire Alerting. Uses all components of the CAD Message Explorer correctly. Displays correct Status Monitors and displays appropriate information in each monitor. Proficient with the CAD mapping system. Is able to utilize and interpret latitude/longitude and the CAD GIS converter. Displays a working knowledge of the Call Event, Notes and the Recommendation sections for a call. Understands when mileage is needed for a transport and able to log information correctly. Monitors all talk groups appropriate for the dispatch position including ISPERN for Police and IFERN for Fire. Able to determine the appropriate alias during an emergency-button activation; able to acknowledge the activation and to knock it down. Understands the differences in radio templates, talk groups, frequencies, console configurations and hardware components. Understands when and how to switch to control stations and selects the appropriate talk group from the drop down menu. Performs various scheduled radio tests independently. Demonstrates the ability to use the alert tones and call alert as needed. Uses back-up fire alerting appropriately. Demonstrates the ability to activate the Schaumburg School alerting system. Is able to activate the tornado sirens using the Zetron system with the selection of the appropriate talk group(s) and the Fulton System using both system wide and individual town activation methods. Appropriately monitors and acknowledges radio site alarms, 3SI, weather and EmNet System. Complies with all FCC Rules and Regulations relative to dispatch operations.

LEADS

Successfully completes and maintains LEADS Full Access certification. Maintains working understanding of LEADS/NCIC policies and procedures and does not violate any established regulations. Operates a LEADS 2000 terminal. Is able to inquire, interpret and disseminate license plate and drivers license information, CQHs, directed messages, administrative messages and hits. Capable of running inquiries, completing entries and cancellations and forwards all appropriate paper work. Able to properly verify a LEADS/NCIC hit with the entering agency and completes all required paperwork. Restricts use of the LEASD/NCIC Systems to work related situations only. Processes valid requests for information through a computerized data network that includes the Law Enforcement Agencies Data System (LEADS); Secretary of State Automated Files (SOS); National Crime Information Center (NCIC); and the National Law Enforcement Telecommunications System (NLETS) and is compliant with the rules, regulations and procedures for the use of each system. Transmits emergency and administrative messages using the appropriate system.

Call Taking

Strives to answer phone on the first ring. Uses proper greeting. Demonstrates proper telephone etiquette and utilizes customer services techniques. Places non-priority calls on hold when lines are ringing. Complies with System Directives governing call taking. Pertinent information is asked and added to the case including: weapons, intoxication, direction of travel, vehicle/person description, offender information, caller/witness location, name and call back number. Enters calls for dispatch in a timely and efficient manner. Prioritizes and organizes information entered. Does not over/under classify the event; applies appropriate Nature code. Guides the conversation using tact, proper calming techniques, proper tone of voice and demeanor. Performs at an optimum level when faced with a busy or stressful situation. Knows the difference between auto/mutual aid requests and enters case properly. Provides coordinating communication services for the Illinois Law Enforcement Alarm System (ILEAS), Telecommunicator Emergency Response Team (TERT), Mutual Aid Box Alarm System (MABAS) and the Northern Illinois Police Alarm System (NIPAS).

Emergency Dispatch

Must be able to achieve and maintain the professional designation of Emergency Medical and Emergency Fire Dispatcher. Must be a multi-task specialist. Follows a scripted protocol to provide expert systematized caller interrogation, triage incoming calls, medical and fire safety instruction to a caller, public-safety responders information relevant to medical/fire conditions and scene safety. Must adhere to the Priority Dispatch standard of care and best practices to ensure optimal performance and outcomes.

Fire Dispatching

Understands function and differences of fire apparatus. Monitors main dispatch talk group, IFERN and Fire Ground for relevant traffic and properly relays information. Discerns and comprehends transmissions; responds to all traffic on the first call. Properly prioritizes calls for dispatch. Quickly and accurately dispatches and assigns assist units, records units' status. Demonstrates correct use of fire station alerting including the CAD interface to the USDD Gateway and manual toning using the Dispatch and Administrative tabs. Operates Zetron System. Dissemination of initial dispatch, updates, alerts and all other pertinent information is timely and appropriate. Communication is clear and professional at all times. Demonstrates good judgment, decision-making skills, positive customer service skills and a professional demeanor. Properly uses CAD commands specific to dispatching fire such as PC, MV, CU and BAL. Upgrades calls accurately. Able to work the manual dispatch system. Understands cross manning and dispatch warnings. Understands the difference between automatic and manual EPAGING and recognizes when automatic paging is completed. Follows appropriate hospital bypass procedures. Notifies utilities/other agencies as needed and conducts time checks as appropriate. Follows procedures for Emergency Signals, MAYDAY or Signal Blue. Handles all aspects of a MABAS Box including toning, speech, substitutions, logging, timely acknowledgement from agencies and responses from apparatus due, abbreviations, special instructions, change of quarters, upgrading and striking a Box. Knows procedures for DROW1, DROW2, TRT, HMAT, MABAS, RIC, Interdivisional Boxes, Strike Force requests, Pharmaceutical distribution and the Task Force and knows where to find reference information. Properly tones the B/C using dispatch talk group for a MABAS incident; gives proper speech prior to event entry.

Police Dispatching

Monitors the main dispatch talk group, Point-to-Point and ISPERN for relevant traffic and properly relays information. Displays the ability to discern and comprehend radio transmissions and responds to all radio traffic on the first call. Determines response requirements and relative priorities of

situations, and dispatch units in accordance with established procedures. Follows proper procedures and documents when assignments are held. Effectively communicates in a clear and professional manner at all times and demonstrates good judgment and decision-making skills, uses positive customer service skills and exhibits a professional demeanor. Timely and concise dissemination of initial dispatch, updates, alerts and all other pertinent information is provided; uses appropriate notification techniques when information is sensitive in nature. Able to quickly and accurately assign assist units and marks units' status as it occurs. Able to quickly enter traffic/subject stops and pursuits and repeats traffic. Able to redirect units to higher priority calls when necessary. Able to properly hold the air when needed. Follows proper procedures when an Emergency Signal is received. Properly checks and maintains an ongoing knowledge of officer statuses. Capable of processing notifications when requested to do so by a field unit. Able to pre-plan and take appropriate initiative when needed. Shows knowledge and understanding of department specialty units. Shows knowledge and understanding of beats and geography. Able to correctly track units and control radio traffic when faced with a busy or stressful situation. Able to work the manual dispatch system.

Knowledge, Skills and Abilities

General

Must have the ability to successfully pass written position qualification and psychological screening tests and complete a fingerprinted background investigation. Must have the ability to accurately type 45 words per minute on a computer keyboard. Must write legibly and coherently. Exhibits a positive attitude. Must maintain composure under stressful circumstances. Demonstrates proper telephone etiquette and utilizes customer service techniques. Must have emotional stability, loyalty and commitment to the organization and the agencies the System serves. Is detail orientated and thorough in completing job tasks. Must be able to produce high quality, accurate work.

Communication, Listening and Speaking

Able to receive, interpret, understand, and respond to verbal messages and other cues. Provides information to supervisors and co-workers by telephone, in written or electronic form or in person. Capable of actively listening to what others (supervisors, co-workers, and the general public, etc.) are saying, takes time to understand the points being made, asks questions as appropriate, and refrains from interrupting at inappropriate times. Able to pick out important information in verbal messages. Speaks clearly and confidently so others can understand you using the English language including the meaning and spelling of words, rules of composition and grammar, tone and pace. Written documents use words and tone that are appropriate for the intended audience.

Risk Management

Works in a safe manner. Follows Center safety policies and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring malfunctioning equipment, unsafe activities and conditions.

Geography

Must have the ability to develop a thorough knowledge of the geography, street names, business establishments and landmarks in all member communities.

Basic Computer Skills

Uses a computer and related applications to enter data and to process and retrieve information. Familiar with Microsoft Office. Accesses, switches and navigates between applications (Internet, email etc.) and files of interest. Demonstrates familiarity with the fundamental capabilities of computers, software, information and communication systems. Understands terminology and function of common computer hardware, software, information and communication technology devices and concepts.

Equipment Skills

Demonstrates the essential skills related to the use of all equipment in support of job responsibilities. Keeps technically up to date. Displays an appropriate level of concern for the safe operation of equipment.

Work Environment & Physical Requirements

Employee Statement of Understanding

The preceding statements are illustrative of the functions of the job.

I have read and understand the job description for my position. You should immediately notify a supervisor or manager if you believe that you cannot perform any of the essential functions contained in the job description, with or without reasonable accommodation.

I agree to comply with the System's directives and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission, values and Code of Ethics of the Northwest Central Dispatch System as defined in System Directives I-A-001 (Mission Statement and Values) and I-A-002 (Telecommunicator Code of Ethics) in all interactions with system members, citizens and fellow employees.