



CITY OF ROCKY FORD

JOB DESCRIPTION

JOB TITLE:	Public Safety Telecommunicator
DEPARTMENT:	Emergency Communications Center
FLSA Status:	Non-Exempt

JOB SUMMARY:

The Telecommunicator works as the first of the first responders whose primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical and other public safety services via telephone, radio and other communication devices. Shares and disseminates information with other law enforcement agencies via Colorado/National Crime Information center (CCIC/NCIC) and Colorado Bureau of investigation (CBI) computer systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The City retains the right to modify or change the duties or essential functions of the job at any time.

- Answers radio and telephone calls and through thoughtful and knowledgeable questioning, determines jurisdiction and customer needs; provides the information or contacts the resources needed (police, fire, EMS or tow truck)
- Responds to routine radio and telephone calls requesting information or assistance; takes complaints from citizens by phone and/or in person including accident, vandalism and theft reports.
- Provides information to outside customers; screens/transfers calls, takes messages, and returns phone calls as necessary following Department policy, regulations, procedures, and established policy.
- Maintains accurate information regarding the location and status of law enforcement or emergency fire and rescue personnel, vehicles and equipment.
- Conducts searches through CBI and prints results for law enforcement or authorized personnel; contacts other law enforcement agencies for the Department to provide or request information.
- Gathering, analyzing and reporting critical information during life-or-death situations such as crimes in progress, medical emergencies and fire/rescue incidents.
- Managing communications of emergency personnel responding to incidents and assisting with incident operations during events.

- Taking protective actions for first responders by providing life-safety information during responses.
- Analyzing conflicting and or limited location information to direct responders to the scene.

REPORTING RELATIONSHIPS:

This Position Reports to: Public Safety Communications Supervisor

This Position Supervises: None

EXPERIENCE AND TRAINING:

Minimum Education: High school diploma or equivalent. Emergency communications experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities are preferred.

Job Requirements: Requires a valid Colorado Driver License and/or an appropriate license to operate City equipment and/or vehicles.

SPECIAL TRAINING OR EXPERIENCE:

Possess or ability to obtain CPR/first aid certification.

Ability to obtain and maintain: Basic Telecommunicator certification; Colorado Crime Information Center Computer Operator certification and ability to obtain Emergency Medical Dispatch certification.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to remain calm and rational in emergency situations and to respond and communicate clearly, accurately and appropriately to callers who may be incoherent, emotionally distraught, hysterical, unresponsive or non-receptive to verbal communications.
- Solid interpersonal and organizational skills, tact and ability to resolve problems and manage conflict.
- Ability to receive, record and respond to simultaneous multiple emergency calls for assistance and the ability to prioritize and communicate responses to appropriate personnel or support agencies.
- Basic knowledge of government regulation and the ability to read, interpret, apply and communicate the requirements of selected provisions, codes and regulations.
- Ability to read, understand and interpret street and emergency response maps, including the ability to receive and give directions using maps.
- Requires the ability to effectively operate a two-way radio; multi-line telephone, including telecommunication devices for the deaf (TDD); computer-aided-dispatch (CAD) equipment; related communications console equipment; personal computer with assigned software; photocopier, telefax; and paper shredder.
- Ability to establish and conduct verbal communications, working as a team member for long periods of time; to effectively communicate and interact with callers or visitors who may be angry, argumentative, or disagreeable.

- Solid knowledge of business office practices, office terminology and procedures.
- Solid customer service skills.
- Ability to transcribe difficult dictation.
- Ability to work independently and exhibit skills in organization and professional level services.
- Ability to deal effectively with a variety of personalities and situations requiring tact, judgment, and poise.
- Ability to respond calmly and effectively in stressful situations.
- Ability to adhere to the laws, policies and ethics of confidentiality.
- Skills in utilizing problem-solving strategies.
- Ability to write effective and comprehensive reports.
- Knowledge of current technological capabilities and applications.
- Ability to establish and maintain effective working relations with employees, supervisors, other organizations and the general public.