

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: JC001 Public Safety Telecommunicator 1
POSITION #/TITLE: 0037, 0811, 1591, 1609, 1610 Public Safety Telecommunicator 1	Adopted: 07-97
	Revised: 06-14

POSITION DESCRIPTION

Dept/Division: Police/Joint Communications	Manager Level: Non-Manager
Salary Plan/Description: JCA/Joint Communications	Salary Grade: 12
Reports To Position #/Job Code #/JC Title: 1259/NB218/Public Safety Dispatch Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Sedentary	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Typing (minimum score 40 wpm), Dispatcher Aptitude Test. Required at end of probation for retention and promotion to PST 1: NCIC Certification and meet established training standards.
Personal Protective Equipment: None specified	

General Statement of Duties

The first-line public safety professional that serves as the first of the first responders, responding to every class of emergency for which public safety services are requested. The Public Safety Telecommunicator's primary responsibility is to receive and process emergency and non-emergency calls for police, fire, emergency medical and other public safety services via telephone and other communication devices.

Distinguishing Features of the Class

Work is performed under immediate supervision but has some discretion in sending information or dispatching personnel, within closely prescribed and established procedural guidelines. The Public Safety Telecommunicator I is distinguished from Public Safety Telecommunicator II by the successful completion of the prescribed training and evaluation period needed to progress to Public Safety Telecommunicator II, and NCIC Certification.

Examples of Essential Work (Illustrative Only)

Processes emergency and non-emergency calls for service while controlling the caller, collecting event specific information, assessing the information, selecting the proper call type and causing the appropriate response;

Interacts with the Computer Aided Dispatch (CAD) system including accurate data entry, effective screen navigation, prompt information retrieval and system integration;

Communicates with emergency personnel on the City's 800 MHz radio system by the appropriate use of talk groups or frequency coordination;

Demonstrates an understanding of the applicability of the incident command/management system, as authorized by the Joint Communications Agency /Police and Fire policy / procedure;

Performs all work duties and activities in accordance with City policies, procedures and safety practices;

Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Good knowledge of the City's Public Safety Dispatch Agency policies/practices;
Ability to articulate and demonstrate the professional standards essential to competent performance as related to effective and efficient call processing/dispatch/monitoring of all event types;
Ability to articulate the City's Public Safety Dispatch Agency's expectations of professional conduct;
Ability to understand and articulate the importance of ethical behavior; including agency guidelines for handling sensitive information for which confidentiality is required and/or expected;
Good knowledge of national and state law-enforcement databases;
Demonstrates competency in the basic skills, knowledge, abilities and attitudes necessary for effective communication as a Public Safety Telecommunicator;
Ability to understand and demonstrate effective use of existing technology within the public safety communication center;
Ability to understand the purpose of and demonstrate the proper operation of all classes of telephony technology within the public safety communication center, including 9-1-1, Enhanced 9-1-1, and NG 9-1-1 with traditional wireline and wireless access;
Ability to articulate an understanding of the current capabilities, as well as demonstrate proper operation of the existing CAD system; including accurate data entry, effective screen navigation, prompt information retrieval and system integration;
Ability to understand and demonstrate the efficient and effective use of the City of Cedar Rapids radio system(s);
Ability to articulate and apply the policy/procedures related to normal and emergency radio-system uses;
Ability to articulate an understanding of and demonstrate the ability to efficiently and effectively process calls for service from all classes of agency customers: Example: controlling the caller, collecting event specific information, assessing the information, selecting the proper call type and causing the appropriate response;
Ability to demonstrate by application, the ability to categorize, prioritize, as well as determine the appropriate response levels for all types of law enforcement, fire/rescue and emergency medical calls;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Must be at least 18 years old and a High School graduate or equivalent; and
Minimum of two years' work experience in dispatching or communications related field plus a documented background in customer service; and
Computer competency required and public safety dispatch experience is highly desired; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Ability to pass and maintain NCIC Certification.

Ability to pass and maintain CPR Certification.

Ability to pass and maintain Emergency Medical Dispatch (EMD) Training and Exam(s).

Ability to pass and maintain Emergency Fire Dispatch (EFD) Training and Exam(s).

Ability to pass and maintain Emergency Police Dispatch (EPD) Training and Exam(s).

Essential Physical Abilities

Requires the following with or without reasonable accommodation:

Clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient manual dexterity, which permits the employee to operate a keyboard, radio equipment and to make handwritten notations.

Sufficient personal mobility which permits the employee to work in a general office environment.

