

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: JC003 Public Safety Telecommunicator III
POSITION #/TITLE: ALL Public Safety Telecommunicator III	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: 22
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: 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. Monitors Dispatchers in the operations of the 911 Joint Communications Center, and provides general oversight to the dispatching of police and fire services during assigned shift. Monitors the ongoing training and evaluation of dispatcher trainees.

Distinguishing Features of the Class

Work is performed under limited supervision and has moderate discretion in sending information or dispatching personnel, within closely prescribed and established procedural guidelines. The Public Safety Telecommunicator III is distinguished from Public Safety Telecommunicator II by assuming the lead role of shift operations and working closely with the Public Safety Dispatch Manager and Assistant Manager to complete assigned objectives.

Examples of Essential Work (Illustrative Only)

As Complaint Operator:

Receives calls through the public telephone network for police, fire or emergency medical service;
Determines nature of complaint by asking appropriate questions;
Inputs information into Computer Aided Dispatch System (CAD) to include address and location, incident type and description of incident;
Routes service calls for dispatch;
Routes non-service calls and/or information calls to appropriate agency;
Appropriately uses Emergency Medical, Fire, and Police Dispatch protocols and coding for call entry;

As Police Dispatcher:

Receives calls for service from Computer Aided Dispatch System (CAD), complaint operator, police officers or citizens;
Through CAD System, reviews status of available units;
Selects units to respond to service calls, dispatches units by voice radio or mobile data computer;
Enters changes in unit status into the CAD system as changes occur;
Sends and receives messages through computer terminal connected to State computer information system;
Dispatches Police units in manner consistent with departmental protocols and standards;

As Fire Dispatcher:

Accepts fire incidents presented through the CAD System, police officers or firefighters or directly from

complaint operator;

Transmits an electronic message to each station quartering a unit or units due to respond to the incident;

Selects the appropriate stations and transmits information over the voice page and fire radio;

Enters unit status changes in response to incidents;

Dispatches Fire units in manner consistent with departmental protocols and standards;

General:

Monitors or conducts training of probationary employees;

Evaluates trainees and makes recommendations for corrective action and additional training;

Recommends changes in operational procedures;

Assists in the preparation of work schedules and re-arranges work schedules and assignments of personnel as emergencies arise;

Oversees equipment maintenance on shift and contacts appropriate service agency;

Researches citizen and department complaints through CAD and recording system;

Evaluates digital recordings from master recorder for quality assurance;

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

Job-specific knowledge of the functions of the police and fire communications system;

Knowledge of City geography;

Knowledge of the Incident Command System;

Skill in interpersonal relations as applied to oral communication with the public under stressful emergency conditions, including ability to communicate clearly, calmly and understandably with callers and emergency personnel;

Ability to react quickly, efficiently and calmly, adopting an effective course of action in emergency situations;

Ability to relay messages and other information exactly as received;

Ability to operate the following equipment and tools: telephone systems, computer and Computer Aided Dispatch System, public address system, two-way radio, tape recorder, automatic alarm equipment.

Ability to learn and follow applicable rules and protocols;

Ability to meet established department training standards;

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 three years combined experience as a Telecommunicator/Supervisor in a public safety computer-aided E-911/Mobile Data dispatching system; 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), Quality Assurance (Q) Training and Exam(s).

Ability to pass and maintain Emergency Fire Dispatch (EFD), Quality Assurance (Q) Training and Exam(s).

Ability to pass and maintain Emergency Police Dispatch (EPD), Quality Assurance (Q) 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.