

TELECOMMUNICATIONS OPERATOR I

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Definition:

To answer emergency E-911 and non-emergency calls; to relay information between E-911 callers and police officers, ambulances, and fire departments, to dispatch each as required, and to perform a variety of technical tasks relative to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS:

This is the full journey level class within the Dispatcher series. Employees within this class perform the full range of duties as assigned including performing detailed dispatching duties and independent decision making. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Chief Dispatcher in that the latter performs first-line supervisory duties.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Telecommunications Supervisor.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS- Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Dispatch emergency and backup units as necessary; maintain compliance with established procedures for operating a dispatch system; obtain and relay estimated arrival times for units and other agencies; read and relay geographical directions for citizens, units and other agencies.
2. Maintain contact with all units on assignment; maintain status and location of law enforcement units; update events; verify and relay information between sheriff, investigators, citizens and others as appropriate.
3. Receive emergency service calls from the public requesting law enforcement or other emergency service; determine nature, location, and priority of emergency; dispatch emergency units as necessary; monitor alarms; maintain compliance with established procedures for operating a dispatch system.
4. Enter initial offense reports into the computer system; assign report numbers; input addresses, responsible parties, responses, and other pertinent information; document address verification errors.
5. Transfer calls to appropriate agencies; answer calls from other agencies as needed; place phone calls for officers as requested.
6. Relay information pertaining to traffic lights, street lights, roads or related repair needs of the county; notify local utilities of after-hours emergencies; notify staff of major incidents.

7. Record officer information on suspects; confirm warrants and previous arrests, update information as needed; advise effected personnel of information updates; run checks on firearms, or related items for warrants and registrations.
8. Request police, fire, medical, tow, or community service agency services as needed.
9. Maintain a variety of logs, records and files related to dispatching activities; brief the relief dispatcher of any unusual situations or pertinent information.
10. Utilize computer systems used in law enforcement agencies including NCIC, E-911, and related equipment.
11. Update and maintain a wanted person's file including maintaining teletype records printed from NCIC.
12. Search and transport prisoners to assigned areas; photograph and fingerprint prisoners.

Marginal Functions:

1. Perform a variety of record keeping and general clerical functions.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS:

Ability to learn:

Procedures used in operating E-911 systems for a public organization.

Policies and procedures of receiving and processing emergency calls.

Rules and regulations governing the operation of radio transmitting and receiving systems.

Basic civil and criminal law including newly adopted laws and local ordinances.

Community service agencies and responsibilities.

Applicable codes and call signs.

County geographic features and streets within the areas served.

Computer systems used in law enforcement agencies, including NCIC, E-911, and related equipment.

Principles and procedures of record keeping.

Correct English usage, spelling, punctuation and grammar. Modern office procedures, methods and computer equipment. Pertinent rules, regulations, policies and procedures. Answer emergency E-911 and non-emergency calls.

Relay information between E-911 callers and deputies, ambulances, and fire departments.

Enter all incident reports into the computer system.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Type accurately at a speed necessary for successful job performance.

Understand and follow oral and written instructions. Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain mental capacity which allows for effective interaction and communication with others.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

Sitting for extended periods of time.

Operating assigned equipment.

Maintain effective audio-visual discrimination and perception needed for:

Making observations

Communicating with others.

Reading and writing.

Operating assigned equipment and vehicles.

Experience and Training guidelines-Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience operating a radio or other communications equipment within a law enforcement environment.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid Police Radio Dispatch and NCIC certification issued by the New Mexico Department of Public Safety.

Possession of, or ability to obtain, an appropriate, valid Emergency Medical Dispatch certification from the State of New Mexico.

Possession of, or ability to obtain, a valid First Aid and CPR certification issued by the National Safety Council or other approved course.

WORKING CONDITIONS:

Environmental Conditions:

Office environment utilizing computers; exposure to crisis situations, dangerous persons, firearms, and bodily fluids.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting, standing or walking for prolonged periods of time; and in operating a motor vehicle.