

Class Concept

Work in this classification includes supervision of a work unit comprised of telecommunicators that covers multiple shifts and complete coverage. The work of telecommunicators includes receipt and transmission of telephone, radio, DCI, email and other messages and dispatching law enforcement, fire and emergency units. Receive emergency and non-emergency calls, monitor alarms, security cameras, alerts and other emergency inputs and react accordingly. Telecommunicators liaise between the public and law enforcement or public safety officials. Interpret and relay information to field personnel concerning wanted persons, violations of laws and other criminal activities. Make immediate decisions on a wide variety of information received through various sources and disseminate information to field personnel, agency officials and other law enforcement agencies as appropriate. In support of law enforcement, research information. Enter information into Criminal Justice Information System. In some agencies, the telecommunicator is a lone law enforcement officer's only back-up. Support Law Enforcement officers with jurisdiction ranging from statewide to local. Work requires shift work and weekend and holiday coverage. Working conditions are frequently difficult with high stress situations and high consequence of error. Often designated as essential personnel, the telecommunicator provides coverage during weather and other emergencies, or becomes the communications center in emergency, search or rescue situations. Coordinate law enforcement communications with other divisions and agencies. Supervisory responsibilities include performance management, skills development, training and certification for the unit, and assigning work in order that all shifts are adequately covered. The supervisor ensures telecommunications equipment and technology is serviced and operable, and may be called upon to help make decisions to upgrade or change equipment. Plan, organize and direct communication center operations and programs. Assist in the development of agency rules, regulations, and policies concerning the use of communications equipment, staff, and systems. The supervisor ensures that the physical work environment complies with requirements for DCI certification.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of jurisdiction and resources within it.
- Thorough knowledge of Federal Communications Commission rules and regulations concerning radio communications.
- Thorough knowledge of state and federal laws concerning use of criminal records.
- Thorough knowledge of departmental policies and procedures.
- Ability to supervise a 24X7 operation.
- Ability to multitask with multiple information inputs (phone, radio, internet, etc.)
- Ability to speak calmly and clearly, listening, taking notes, and being helpful.
- Ability to communicate effectively with the public, maintain professional demeanor, and patiently give instructions.
- Ability to elicit information from callers and officers.
- Ability to properly and quickly document information and actions.
- Ability to prioritize calls and requests.
- Ability to use a variety of computer and communications systems.
- Ability to make quick decisions based on information from callers and law enforcement officers.
- Ability to solicit information from and relay information to callers and law enforcement officers.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and two years of experience as a telecommunicator; or an equivalent combination of education and experience.

Necessary Special Qualifications

Must meet the applicable education, employment, and training standards as required to be Department of Criminal Information (DCI) certified; must be DCI certified or become certified within 120 days of employment. .

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.