

JOB DESCRIPTION

Telecommunicator

FLSA: Non-Exempt
Reports to: Director

Pay Level: Level 4
Prepared/revised: April 2018

Job Summary:

The employee is responsible for work performed in receiving and transmitting messages by two-way radio and telephone, dispatching personnel to crime and emergency scenes, and preparing and maintaining communication records. Duties also include monitoring emergency phone and computer, entering/receiving NCIC information. Independent judgment is used according to the situation and sometimes different courses of action must be taken to complete the tasks.

The employee will operate two-way radio communication console, telephone and emergency telephones, TDD telephones, computers and other modern dispatch equipment. The employee works in the dispatch office at Emergency Communication Center.

Supervision Exercised or Received:

The Telecommunicator receives supervision from the Director and Assistant Director.

Essential Functions:

1. Must react quickly and calmly in emergency situations; situations that require handling multiple tasks and dispatch the appropriate personnel.
2. Types information accurately on a computer key board to be entered into a computer, and retrieves information from computer.
3. Communicates effectively with the public: ascertains facts, answers their questions, and refers them to the appropriate personnel.
4. Must maintain an effective working relationship with the employees.
5. Receives and transmits routine and emergency messages pertaining to arrests, accidents, stolen property, other law enforcement emergencies, fire emergencies, complaints, etc., by radio and telephone.
6. Maintains a log on all radio messages received or transmitted as required by the Federal Communications Commission and the Department.
7. Keeps records and makes reports concerning dispatch operations.

Knowledge Of:

1. Knowledge of operating a TDD System.
2. Knowledge of NCIC/TIES operating procedures.
3. Knowledge of the operation of radio transmitting and receiving equipment.
4. Knowledge of the geographic area of the City and County.
5. Ability to operate a short wave radio quickly and efficiently in routine and emergency situations.
6. Ability to understand and follow oral and written instructions.
7. Knowledge of the City's provisions for emergency situations.
8. Knowledge of the powers and duties of the different departments.

Position Requirements:

1. Must be a high school graduate or equivalent
2. Must pass drug screen by licensed physicians
3. Must pass Department training course.
4. Must pass-state approved telecommunications course.
5. Must complete an Emergency Medical Dispatch training class and maintain certification.
6. Must complete a NCIC training class and maintain certification.

Additional Requirement:

1. **Work Hours**– A full time, non-exempt employee. 12 Hour shifts, every other weekend, Night shift & Holidays are required.
2. **Physical Requirements** – the work of a Telecommunicator is a highly responsible position, which requires mental acuity. Must be able to perform essential functions of life.

Note:

At the discretion of the City of Fayetteville, a background check may be made. Employment is contingent upon satisfactory completion of a background check and drug screen.

Nothing in this job description restricts the ability or the right of the City of Fayetteville to assign, reassign or eliminate the duties and responsibilities of this job either orally or in writing. Tasks and responsibilities may be changed at any time, due to reasonable accommodations or other reasons deemed appropriate by the City of Fayetteville.

The job description does not constitute an Employment Agreement between the employer and the employee and is subject to change, according to the business needs of the City of Fayetteville.