CITY OF LA PORTE
TELECOMMUNICATOR
JOB DESCRIPTION

FLSA CLASSIFICATION: Non-Exempt **PAY GRADE: 016**

DEFINITION

To receive incoming calls for police, fire, emergency medical, and animal control assistance and dispatch necessary units; to operate TCIC/NCIC, CAD, 911 and switchboard equipment; and to perform a variety of general support duties related to communications activities.

DISTINGUISHING CHARACTERISTICS

Positions in this class are flexibly staffed Incumbents are trained in department policies, procedures and systems. Work is observed and reviewed both during performance and upon completion. Personnel are trained to operate the switchboard, TCIC/NCIC, CAD system, and radio.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Police Sergeant.
More experienced personnel exercise functional and technical supervision over less experienced staff.

ESSENTIAL JOB FUNCTIONS

Adheres to City attendance and punctuality policies demonstrating dependability.

Adheres to all City safety policies (protective equipment, pre-duty precautions checklist, etc.) to prevent unnecessary or unreasonable risk of injury to self, others, or property.

Adheres to department dress code policies to present a professional appearance. Should exhibit appropriate grooming and attire for the position and responsibility.

Duties may include, but are not limited to, the following:

Receive emergency calls from the public requesting police and other emergency service; determine nature and location of emergency, determine priority, make CAD entry and dispatch police or other emergency units as necessary and in accordance with established procedures.

Maintain contact with all units on assignment; maintain status and location of police field units, fire units, and EMS units.

Answer non-emergency class assistance after hours; order tow trucks and public works emergency service or contact appropriate agency.

Coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Answer incoming calls; screen calls; wait on public at the counter and assist officers. Perform a variety of records keeping, filing, indexing, and other general clerical work.

Enter, update, retrieve information from teletype networks and TLETS/NLETS relating to wanted persons, stolen property, vehicle registration, vehicles and other information.

Train new employees in dispatch, including switchboard and TCIC/NCIC operation.

Test and inspect equipment as required. May assist in performing searches of arrested persons.

Activate Emergency Notification Systems.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Basic office skills, including Windows based PC applications.

Ability to:

Learn and apply standard broadcasting procedures and rules and standard radio or telephone communications receiving and transmitting equipment.
Become familiar with geographic features and streets of the City.
Apply Department procedures and policies, and those of the other user agencies.
Learn and apply Public safety classifications codes and computer commands.
TCIC/NCIC Guidelines
Operate all communication equipment and office equipment quickly and accurately.
Instruct new employees.
Speak clearly and precisely.
Work under pressure, exercise good judgment, make sound decisions in emergency situations.
Effectively communicate with and elicit information from upset and irate citizens.
Type at a speed necessary for adequate job performance.
Understand and follow oral and written instructions.
Learn to operate teletype and other office equipment.
Spell accurately.
Work various shifts as assigned

TRAINING AND EXPERIENCE

One year experience as a telecommunicator in Public Safety preferred.
High School Diploma or GED required.

The City of La Porte is an Equal Opportunity Employer of Qualified Individuals.

(Circle One)

I have read the job description above and can perform the job duties **with** **without** any reasonable accommodation.

Witness: Supervisor's Signature	Date	Employee's Signature	Date