



Class Title: Communications Technician

Pay Grade: 4

FLSA Designation:

Established: 3-09

Revised: 5-2012

Class Summary/Primary Function

The primary function of an employee in this class is to answer emergency and non-emergency calls for police, fire, medical and other emergency services using a multi-line telephone and 911 systems. Employees in this class are responsible for fast, efficient, and accurate receiving, dispatching, and processing of calls and messages from and to fire, police, emergency medical services vehicles and personnel, and between officers, Department divisions, and other area agencies on an assigned shift. The work is performed under the supervision of the Dispatch Supervisor, with considerable latitude granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a central communications center, frequently under stressful conditions.

Essential Duties and Responsibilities (will vary by assignment)

- Receives, evaluates, and prioritizes requests for emergency and non-emergency service from the public, police, fire, and emergency medical services agencies, County departments, other area agencies, and other callers;
- Interviews all emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance using a telephone switchboard according to established rules and procedures;
- Processes the requests received according to procedure; determines as much information as possible from the requestor to enable the most appropriate agency of responsibility and the most appropriate level of response;
- Dispatches fire units, police units, ambulances, and other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public in emergency and non-emergency situations;
- Establishes a priority to each request in accordance with established guidelines and enters the request into the computer-assisted dispatch system for dispatch;
- Maintains telephone contact with callers in evolving situations until the arrival of personnel who take command of the incident;
- Determines from phrasing, vocal stress, and level of cooperation the condition of the caller to provide a proper level of response to the request to ensure the safety of the caller and responders;
- Enters information into and retrieves information from computer and files either as reference material or current information pertaining to calls; accesses multiple files to obtain or insert information;
- Responds to a variety of incidents and callers which may involve calming emotionally upset individuals, responding to irate and abusive calls, and assisting callers with language differences to communicate in a way to be understood;
- Maintains accurate log of calls, activities, reports, requests, and related information;

- Monitors radio transmissions from field units to track availability and location and monitor for safety;
- Retrieves and provides information from the National Crime Information Center (NCIC) computer to requesting field units;
- Retrieves and provides information to requesting agencies on outstanding warrants, protection orders, and related information;
- Performs general clerical duties, including filing, preparing records forms and completing activity logs;
- Enters missing persons, stolen vehicles, stolen items and other information into NCIC/ILETS computer;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Provides assistance, information, and answers inquiries from the public, responding to comments and questions in a courteous and timely manner;
- Performs all work duties and activities in accordance with County and Department policies, procedures and safety practices.

Other Duties and Responsibilities

- Works non-traditional hours; dispatch is staffed 24 hours/day and must be available weekends and holidays;
- May assist in training entry-level dispatcher trainees, as assigned;
- Performs fingerprinting duties;
- Administers urine analysis tests for female detainees or probationers;
- Performs other related duties as required.

Competency Requirements:

Knowledge of:

- Telephone call-handling techniques;
- Radio transmission procedures to produce effective communication between two parties;
- Federal (FCC), County, Department and other applicable policies, rules, and regulations;
- County roads and surrounding areas, including geographical layout of cities within the County and other operating districts served by the Department;
- Police, fire, and emergency medical dispatch procedures, radio codes, and terminology;
- Department organization, policies, and procedures;
- Specialized and computer-aided dispatch (CAD) operating system and multi-line telephone system;
- Operation of a personal computer and job-related software;
- Operation of NCIC/ILETS computer systems;
- English grammar and punctuation.

Ability to:

- Understand and follow oral and/or written policies, procedures and instructions;
- Operate radio transmitting equipment in a fast and efficient manner, including under stress;
- Effectively communicate with callers in emergency and non-emergency situations, including eliciting information needed for responding units;
- Perform routine clerical work;
- Follow Department guidelines and procedures relating to response to emergency situations;

- Exercise good judgment in the handling and prioritizing of calls within the Department;
- Effectively communicate and make decisions related to dispatching emergency vehicles under stressful work conditions;
- Listen and retain information communicated in emergency calls;
- Establish and maintain effective working relationships with supervisors, other County employees and the general public;
- Communicate clearly and concisely, orally and in writing;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Operate specialized computer-assisted dispatch (CAD) communications equipment and a multi-line telephone system;
- Operate specialized computer-based criminal information retrieval and entry systems;
- Perform computer keyboard tasks with speed, efficiency and accuracy;
- Read, interpret and apply laws, resolutions, ordinances, codes, and contracts;
- Prepare and present accurate and grammatically correct oral and written reports;
- Respond to citizen requests in a courteous and effective manner;
- Perform a wide variety of duties and responsibilities with accuracy and speed under stress and the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously and prioritize activities according to emergency needs;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures.

Acceptable Experience and Training

- High school diploma or GED equivalency is preferred; and
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho POST certification for Dispatcher is preferred.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions, to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials, distinguish letters and numbers, and to see in detail objects or printed material at greater than arms length;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment and a personal computer;

- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds, and work in a communications center environment.

I/we have read the draft class specification/job description and made revisions as needed (either by “tracking” changes in Word Office or writing clear, legible revisions where noted). I/we agree that the draft with revisions represents a current accurate description of this classification’s primary function, required minimum qualifications and knowledge sets, and essential physical abilities.

Employee Signature

Date

Immediate Supervisor’s Signature

Date

Department Head/Elected Official’s Signature

Date