



Telecommunications Officer

Class Code:
2113

Bargaining Unit: NA

MURRAY, CITY OF (KY)
Established Date: Jun 23, 2011
Revision Date: Nov 12, 2013

SALARY RANGE

\$13.80 - \$22.19 Hourly
\$28,710.24 - \$46,157.28 Annually

DESCRIPTION:

Class Title: Telecommunications Officer

Pay Grade: 21

Department: Police

Supervisor: Telecommunications Supervisor/LINK Terminal Agency Coordinator

Supervises: None

Class Characteristics: Under general direction, operates telephone and two-way radio in the receipt and transmission of police, fire, and other emergency units; dispatches equipment as necessary; performs related work as required.

ESSENTIAL DUTIES:

Essential:

1. Receives calls by telephone and various radio systems for fire, police and ambulance services, determines order of importance; determines by inquiry the need for and location of services; determines the units to be sent in response to calls- dispatches emergency response units via radio, telephone, and national computer network.
2. Operates LINK/NCIC equipment.
3. Runs operators license checks, registration checks and wanted persons checks on computer.
4. Maintains daily CAD logs.

5. Calls wrecker services as needed.
6. Monitors alarm systems and dispatches officers to alarms that are activated.
7. Monitors weather conditions and notifies public of dangerous weather conditions through established procedures.
8. Assists the public as requested.
9. Attends certification and recertification training programs.
10. Assists with departmental records as requested.

Non-essential: Answers phone and dispatches after hours for city services (gas, water, electric).

MINIMUM QUALIFICATIONS:

Graduation from high school or equivalent; no previous work experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

1. Thorough knowledge of basic radio procedures and FCC regulations
2. Thorough knowledge of practices, procedures, systems and policies of police, fire, and ambulance services.
3. Thorough knowledge of telecommunications office, including equipment, policies, procedures, rules and regulations, etc.
4. Knowledge of business English, spelling, arithmetic, punctuation, grammar, and filing.
5. Thorough knowledge of communications equipment.
6. Thorough knowledge of the geography of the county, including the location of streets and roads, major buildings, etc.

Skills:

1. Skill in the use of radio console/telephones/computers.
2. Organizational skills.
3. Written and oral communication skills.

Abilities:

1. Ability to do multiple duties simultaneously.
2. Ability to work in a high stress position.
3. Ability to remain calm during emergency situations.
4. Ability to prioritize calls.
5. Ability to analyze complex situations and execute effective courses of action.
6. Ability to communicate effectively, orally and in writing.
7. Ability to type; ability to operate computer terminal,
8. Ability to establish and maintain effective working relationships with officers and employees of the city, personnel from other emergency units, and the general public.

ADDITIONAL REQUIREMENTS:

Instructions: Instructions are initially very specific, but become more general with added training and work experience.

Processes: Must frequently refine existing methods and develop new techniques, concepts, or programs within established limits.

Review of Work: All work is closely reviewed initially, but is reviewed less often with added training and work experience.

Analytical Requirements: Analysis usually based on precedent; however, duties occasionally require judgment for which there is no precedent.

Physical Demands: Work is performed indoors at a console, desk, or table. Must lift objects weighing less than twenty-five pounds. Must use console, radio, telephone, and normal office equipment (computer, copier, etc.)

Tools, Equipment and Vehicles Used: Communications console, CAD, LINK/NCIC computer system, radio, telephone, fax machine, copying machine, keyboard.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate.

Interruptions: Constant.

Special Licensing Requirements: None.

Availability: Must be able to work irregular hours on assigned shift.

Certification Requirements: Must successfully complete required initial telecommunications training to become a certified telecommunicator during the first six months of employment; must successfully complete NCIC/LINK training during the first six months of employment; must successfully complete required training to maintain certification as a telecommunicator and to remain certified to operate LINK/NCIC system.

Additional Requirements: None.

Overtime Provision: Non-exempt.

DISCLAIMER AND ACKNOWLEDGEMENT:

DISCLAIMER:

This class specification does not constitute a contract between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the class change.

The functions listed above are illustrative only, and are not intended to cover all of the job duties and responsibilities. The omission of specific statements of duties and responsibilities does not exclude them from the class if the work is similar, related, or logical assignment to the class.

ACKNOWLEDGMENT:

I have read and understand the class specification for Telecommunications Officer.

I understand that, with proper training and supervision, I will be required to perform all of the essential functions of the class unassisted and without delay.