

COMMUNICATIONS OPERATOR

JOB SUMMARY

Under immediate supervision, answers all calls for emergency services and maintains radio and mobile data computer contact with police officers and firefighters in the field, acting as a lifeline by providing information and support and monitoring their safety and performs other related duties as assigned.

MAJOR DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

- Serves as the primary link between the public, police, and fire personnel.
- Maintains radio and mobile data computer contact with officers, firefighters, and parking personnel, acting as a lifeline by providing information and support and monitoring their safety.
- Answers all 9-1-1 calls and coordinates emergency services, determines priorities, dispatches appropriate services.
- Answers emergency and business lines, routes calls, determines needs and dispatches personnel.
- Refers calls to other agencies.
- Makes appropriate notifications.
- Exercises independent judgment in dispatching units and prioritizing calls
- Provides information to police personnel regarding warrants, driving records and property.
- Provides pre-arrival EMS instructions and life saving directions over the telephone.
- Provide guidance and training to Communications Operator Trainees.
- Reports malfunctioning equipment or equipment that is out of service.
- Provides excellent customer service.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.

KNOWLEDGE, SKILLS, AND ABILITIES

KNOWLEDGE OF:

- Basic computer usage.

SKILL IN:

- Typing at least 35 net words per minute while conversing on the telephone and/or radio.

ABILITY TO:

- Hear multiple simultaneous conversations from the radio, telephone, and colleagues while being able to readily distinguish between the different voices and sources in order to ascertain relevant information quickly and accurately;
- Read, write, and spell accurately and quickly;
- Speak clearly, distinctly, calmly, and correctly with good, even, modulation;
- Understand, retain and repeat simple and complex oral and written instructions;
- Control conversations, quickly gathering pertinent and relevant information.
- Anticipate needs and evaluate alternatives and contingencies.
- React quickly, efficiently and calmly during emergencies and stressful situations while adopting and implementing effective courses of action;
- Work all shift assignments including nights, weekends and holidays as well as mandatory overtime.