

#32,000/hr. - #43,000/hr.

COLUMBIA CITY
POSITION DESCRIPTION
An Equal Opportunity Employer

POSITION TITLE: Telecommunicator

DEPARTMENT: Telecommunications

CLASS TITLE:

REPORTS TO: Communications Supervisor

EMPLOYMENT STATUS: Full-Time

F.L.S.A.:

JOB RESPONSIBILITIES:

Operates communications equipment, telephone, radios, and computers; receives and dispatches messages to public safety and utilities personnel; maintains various reports and records into computer systems.

ESSENTIAL FUNCTIONS:

Operates radio equipment to receive and dispatch messages to police, fire, and other emergency units; answers multi-line telephone and receives messages from callers requesting assistance; dispatch messages to City, County, and State police cars, stations, fire departments, emergency medical service, and utility emergency request to utility companies as needed; and receives and dispatches messages via state and federal computer communication networks.

Monitors multi-alarm panel and dispatches appropriate personnel; logs all complaints; handles FOP and City Hall room rentals; performs office duties such as filing, typing and logging; monitors internal security cameras.

Receives VIN and HIN checks and writes receipts.

Works as Indiana Data and Communications System Operator; prepares and submits IDACS materials; enters information into computer; must pass IDACS test and keep certification current.

Works all shifts; demonstrates regular and predictable attendance; first shift personnel assists director in covering other scheduled shifts during vacation.

OTHER DUTIES AND RESPONSIBILITIES:

Collects and disseminates adverse weather information to and from emergency personnel, news media, and public; operates early warning system.

Performs related work as assigned.

Date Adopted: 10/10/95

Date Revised: 11/27/12

Date Revised: 11/1/16

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POSITIONS SUPERVISED:

None.

KNOWLEDGE, SKILLS, AND ABILITIES: (*indicates developed after employment)

Knowledge of: proper grammar, spelling, and English; geographic area, street names, and landmarks*; NCIC* and IDACS*; radio*; computers E911; office equipment; safety rules and procedures; departmental procedures and policies; operates digital recording equipment.

Skill in: call talking; computer operation; IDACS operation; telecommunications operation; radio dispatch; typing.

Ability to: operate efficiently in stressful environment; interpret a variety of instructions; deal with problems involving several variables in familiar context; exercise independent judgment; understand, interpret, and apply laws, rules, or regulations to public safety communications; use higher mathematics; prepare accurate documentation; compile and prepare reports; prepare instructions and specifications; communicate effectively; understand technical manuals and verbal instructions; maintain records according to established procedures; develop and maintain effective working relationships; hear; and sit for long periods of time.

EQUIPMENT OPERATED:

Dispatch radios; telephones; computers; transmitters; digital recording devices; early warning system; alarm systems.

WORKING CONDITIONS:

Works in an office environment sometimes under stressful conditions; sits for long periods of time; has frequent contact with public.

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QUALIFICATIONS:

Any combinations of education, training, and experience which provides the necessary knowledge, skills, and abilities to perform the work of this position; minimum of a high school degree or equivalent. And example of a qualified candidate is experience with computers and ability to communicate through speaking.

LICENSURE OR CERTIFICATION REQUIREMENTS:

IDACS certification.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent's supervisor, department head or designee.

My signature below signifies that I have reviewed and understand the contents of my position description. I am aware of the requirements of my position and will perform to the best of my ability, the job requirements specified in this position description.

Approval of Department Head

___/___/___
Date

Employee's Signature

___/___/___
Date

Date Adopted: 10/10/95

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