

TELECOMMUNICATOR

Definition:

Technical and clerical work in dispatching and monitoring the communications center at the Police Department including police, fire and rescue calls; monitoring of all town alarm systems and answering emergency and non-emergency telephone calls; all other related work as required.

Distinguishing Characteristics:

Works under the general supervision of the Police Chief. Performs a variety of very responsible dispatching and clerical duties in accordance with established standard operating procedures. Has frequent contact with other town departments and law enforcement agencies; has constant daily contact with the general public.

Errors could be costly regarding damage and loss of life, property, and equipment, and could result in confusion and delay.

Has access to confidential information concerning on-going police activities including criminal investigations.

Minimal physical effort demanded in performing duties under typical police station conditions; frequently very stressful.

Examples of Work:

Monitors telephone, radio, and closed circuit television; answers and refers calls; completes communication cards and dispatches vehicles and personnel; keeps dispatched personnel fully informed of all facts affecting the safety or efficiency of their response to the call; keeps supervisory personnel aware of priority calls and equipment status.

Assists general public at desk, furnishing information or making appropriate referrals.

Maintains accurate, detailed records, logs and other pertinent information; files reports and statistics as required.

Observes monitors of the front, back and sides of Police Station; monitors all prisoners while in custody; punches time stamp machine to assure that all prisoners are checked every 15 minutes.

Collects parking ticket monies and writes receipts. Enters information into computer. Performs other similar or related duties as required or as situation dictates.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and Experience:

High school graduation; six months experience in a general clerical position involving working with the public; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Working knowledge of the layout of the town.

Ability to learn communications systems' techniques.

Ability to handle emergency situations calmly, promptly and efficiently.

Skill in typing and record-keeping. Ability to learn computer application skills.