



City of Gunnison

Job Description

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| Job Title: | Public Safety Telecommunicator | | |
| Department: | Police Department | Division: | Communications |
| FLSA Status: | Non-Exempt | Position Status: | Full-Time |
| Date Updated: | 12/31/2017 | Job Physical Level: | Light |

General Purpose:

Performs public contact and communications duties necessary for the dispatching of law enforcements agencies, emergency medical services, and fire departments for emergency and non-emergency situations. Redirects incoming telephone traffic and serves as the afterhours answering point for a variety of customer agencies as well as City services.

Essential Duties and Responsibilities:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.

Answers emergency and non-emergency phone lines serving Gunnison and Hinsdale county law enforcement agencies, emergency medical services, fire departments, and other customer agencies obtaining or providing critical information, referring calls to other organizations, or dispatching appropriate agencies.

Answers Enhanced 911 lines serving Gunnison and Hinsdale counties and cell phone services obtaining vital information and prioritizing calls; dispatches appropriate services; maintains/updates database information.

Performs data entry on, searches, and distributes information from CCIC/NCIC, department computer system, and other computer systems as approved by the department. Computer data including warrants, driver’s licenses and histories, vehicle registrations, and criminal histories.

Maintains updates and files appropriate logs, recordings, computer records, warrants, and other documents.

Monitors status and location of on duty law enforcement and emergency response personnel in Gunnison and Hinsdale counties through radio and telephone contact and maintains log of locations and activities.

Serves as emergency contact point after hours, for City of Gunnison, processing requests for utility and public works services and citizen inquiries.

Pages on-call personnel as requested for all user agencies. Initiates Ready-Op notifications as appropriate.

Provides Emergency Medical Dispatching for those requiring pre-arrival medical assistance.

Initiates Emergency Notification Systems (Code Red, Public Access Systems) as requested.

Monitors a variety of alarms including hardwire, dial-in, and central station types. Dispatches appropriate emergency services to alarms.

Maintains current lists of telephone numbers, pagers, reference books, emergency and disaster plans, business contacts, maps, schedules, callout procedures, roads and subdivisions, and other resource information.

Performs other duties as required.

Other Duties and Responsibilities:

Performs other duties as required.

Job Qualifications

Required Education and Experience:

Minimum Qualifications include graduation from high school or general equivalency development (G.E.D.) and the ability to communicate both verbally and in writing.

Other Necessary Requirements:

Must successfully complete the department's three-month Communication Training and Evaluation Program.

Must obtain the CCIC Terminal Operator certification within six months of employment.

Must become EMD (Emergency Medical Dispatcher) certified within six months of employment.

Must pass a thorough background investigation. Applicants with a record of conviction for serious misdemeanors or felony crimes will be disqualified. Background disclosure of information meeting a "Brady Information Disclosure" will be grounds for disqualification. No illegal use of a controlled substance within 36 months prior to application, after application or employment. No marijuana usage 6 months prior to application, after application or employment.

Must submit to employee fingerprint verification and tracking through Colorado Bureau of Investigation. Per Criminal Justice Information Services (CJIS) Security Policy 5.12.1.1.3., no person with a felony conviction may have access to CCIC/NCIC generated information. As the position will have access to police reports, case files and areas of the police department that contain information and printouts from CCIC/NCIC no felony convictions are allowed. Prior to or following appointment.

Must demonstrate a proficiency in computer keyboarding.

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| <p>Necessary Knowledge, Skills and Abilities:</p> | <p>Ability to resolve/diffuse customer issues and complaints.</p> <p>Ability to accurately summarize any source of information, interpret it in correct terminology and relay it clearly, promptly and concisely.</p> <p>Ability to handle and resolve emotional or confrontational situations.</p> <p>Ability to manage a large and diverse workload.</p> <p>Ability to handle high stress.</p> <p>Ability to perform numerous tasks simultaneously.</p> <p>Must demonstrate an understanding of confidentiality of information.</p> <p>Must be capable of operating computer programs in use by the Communications Center.</p> <p>Know the geography, operations policies and procedures, and the jurisdictional authority of all agencies served by the communications division.</p> <p>English Language Comprehension - Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held.</p> |
| <p>Working Conditions</p> | |
| <p>Work Environment:</p> | <p>The majority of this position's duties are performed within an indoor environment. The incumbent may be exposed to noise, mechanical and electrical and other related hazards associated with an office environment.</p> <p>Incumbents are required to work rotating day, evening, and night shifts, as well as weekends and holidays.</p> <p>Must be able to work both independently and as part of a team.</p> |

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| <p>Physical Activities:</p> | <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>The incumbent must be able to remain seated at the dispatch console for long periods.</p> <p>Ability to lift, carry, push or pull burdens weighing up to 25 pounds to move printers, replace ribbons and cartridges, minor repair on equipment, handle file boxes, replenish paper stocks, or use large map books.</p> <p>Ability to participate in heightened levels of conversation in person or via telephone, and distinguish telephone, radio/pager signals, printers, computers, and other auditory tones.</p> <p>Visual and physical ability to work on computers for substantial amounts of time.</p> <p>Ability to speak and be understood clearly over telephone and radio transmissions.</p> <p>Must be capable of using the English language to communicate effectively both verbally and in writing.</p> <p>Must be capable of reading printed material on computer monitors, handwritten information, and typed information. Must be able to correctly distinguish the colors showing status on CAD Screens.</p> <p>While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.</p> <p>Specific vision abilities required by this job include close vision and the ability to adjust focus.</p> |
| <p>Tools and Equipment Used:</p> | <p>Must be capable of operating computer programs in use by the Communications Center and demonstrate a proficiency in computer keyboarding.</p> |
| <p>Supervision Received:</p> | |
| <p>Works under the general supervision of the Public Safety Telecommunications Director. May be supervised by the Public Safety Telecommunications Supervisor or a senior public safety telecommunicator when a Public Safety Telecommunications Supervisor is not available.</p> | |
| <p>Supervision Exercised:</p> | |
| <p>Generally None. May supervise public safety telecommunicators with less seniority in the absence of the Public Safety Telecommunications Director or Supervisor, temporary staff or give assignments and direction to staff in training.</p> | |

