

Position Description

Position Title: **Telecommunications Specialist**
Department: **Police**
Division: **Communications**
FLSA: **Non-Exempt**
Retirement: **KPERS**
Effective Date: **December 15, 2016**

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating procedures of the Telecommunications Center.

SUPERVISION RECEIVED

Works under the limited supervision of the Communications Supervisor and/or Sergeant.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Duties listed below do not include all tasks which may be performed.)

- Receives and responds to incoming routine and emergency telephone, including all 911 calls; Gathers needed information from caller to determine the nature and location of the call; establishes a priority for the call; dispatches either police, fire or ambulance or a combination of in accordance with established procedures.
- Frequently required to make quick independent judgements based on the information provided in order to prevent the loss of property or life.
- Responds to public inquiries and complaints; dispatching appropriate units either police or fire to deal with non-emergency calls.
- Maintains the status and location of police and fire units; when directed, calling for additional personnel or equipment as needed. Maintain contact with police and fire units on assignment and personnel from other agencies when required.
- Monitors and operates 2 radio frequencies for the police department, one fire department, one public works and local government, and those frequencies used by the Leavenworth County Sheriff's Department. Determines the proper course of action from received radio transmissions and reacts accordingly. While observing established procedures for codes and formats, transmits routing and emergency radio messages to police, fire and other agencies as required. Provides telephonic and informational support to police and fire units on the scene of incidents.
- Activates an alert tone for police unit emergency response, when appropriate.
- Initiates all Fire Department informational and emergency calls with the appropriate paging tone. Provides the fire department with all needed information to handle the various fire incidents; broadcasting cross-street and fire hydrant information.
- Monitors NAWAS (National Warning System) for severe weather. When required to, makes the appropriate announcement to law enforcement and civilian personnel. Notifies school superintendent of adverse weather conditions in order to make decision of school cancellations in the various districts.
- Coordinates received information with other agencies and city departments or divisions pertaining to non-emergency incidents or problems such as animal calls, defective signal lights, missing or damaged traffic control devices.

- Responds by computer to requests from National, State, County or occasionally an international law enforcement agency for information concerning the status of persons, vehicles and other property entered into the databases by those agencies. In direct response to police unit requests; provides specific information concerning vehicle registration, driving license status and warrant information for persons contacted during routine patrol. Responds to requests from other law enforcement agencies on the status of persons, vehicles and other property that was entered into a National, State or local computer database by this department.
- Maintains the telecommunications center work area and equipment in clean and working condition.
- Inputs into computer system municipal court warrants; maintains file of original copies that are removed upon the warrant being served or vacated.
- Maintains both temporary and permanent protection order files that are in effect.
- Composes, types and edits correspondence, reports, memoranda and other materials requiring judgement as to content, accuracy, and completeness. Inputs data to standard office and department forms, both manual and automated; makes simple posting to various reports.
- Performs record keeping work maintaining dispatch documents, forms and records. Assists in the preparation of case reports.
- Provides back-up telephone and dispatch services to the Leavenworth County Sheriff's Office.
- Must attend training at local and remote locations and obtain NCIC and telecommunicator certification.
- Maintains and monitors a safety culture in accordance with City policy. This culture will minimize accidents, injuries and property damage.

PERIPHERAL DUTIES

- Dispatches appropriate response to alarms reported by commercial alarm companies and to audible alarms reported by other means.
- Assists in the training of new telecommunications center employees, including police officers as related to telecommunications.
- Instructs and educates the public at the Citizen's Academies about the duties of dispatchers and the functions of the telecommunications center.
- May serve as a member on various Police Department/City committees.

MINIMUM QUALIFICATIONS

- (A) Graduation from high school or GED equivalent.
- (B) Be at least 18 years of age at the time of appointment.
- (C) Type a minimum of 30 wpm (net) as established by testing.

Necessary Knowledge, Skills and Abilities:

- (A) Basic working knowledge of computers and electronic data processing, modern office practices, procedures and equipment and the geography of Leavenworth.
- (B) Ability to learn and retain knowledge of standard radio and telephone communications equipment; standard broadcasting procedures and rules; operation of dispatch equipment and public safety classification codes.
- (C) Ability to effectively deal with the public; communicate effectively verbally and in writing and handle stressful situations.
- (D) The ability to learn how to operate a Computer Aided Dispatch (CAD) and other computer systems quickly and accurately.
- (E) Ability to speak clearly and precisely; exercise good judgement and make sound decisions in emergency situations; effectively communicate and gather information from upset, irate and intoxicated citizens; work with a minimum of supervision; comprehend written material; handle simultaneous events (multi-task) effectively and adapt to changing situations; spell accurately.

SPECIAL REQUIREMENTS

- Must possess a valid driver's license at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.
- No felony convictions.
- Ability to meet attendance requirements of position, which operates on a 24/7 schedule, to include nights, weekends, and holidays.

TOOLS AND EQUIPMENT USED

Telephone consoles for administrative and emergency use; personal computers and installed software; word processing software; Computer Aided Dispatch (CAD) system; LINXX-2010 or Open Fox software; copy machine; fax machine; radio and radio system configuration equipment; paging equipment; Telecommunication Device for the Deaf (TDD) equipment.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to sit for extended periods of time and talk or listen. The employee is occasionally required to walk or otherwise move to various positions within the communications center. The employee is frequently required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. Entering data with a keyboard requires repetitive arm and hand movement. Using a variety of computers and equipment requires coordinating movement of more than one limb simultaneously.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment can become elevated with both city and county dispatchers working in the communications center, but is usually quiet.

SELECTION GUIDELINES

Formal application and review of qualifications, education and experiences; testing which may include: written and/or practical examination, oral interview, final selection, background investigation, reference check and post-offer medical examination to include a drug screen.

The duties listed above 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 position.

The position description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVING AUTHORITY:

Department Head

Date

HR Director

Date