TELECOMMUNICATOR, DISPATCHER

SUMMARY

The purpose of this classification is to perform specialized work duties associated with receiving/processing requests for emergency and non-emergency assistance and dispatching appropriate personnel in an efficient and timely manner.   If assigned, perform specialized work functions associated with building and maintaining databases used by various departments and public safety entities for informational reference and support of 911 operations. Work is performed with considerable independence within the Communications Division of the Police Department.

ESSENTIAL FUNCTIONS

The following duties are normal for this classification. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Specific duties listed may not be required for all positions within this classification, but are determined by the normal requirements for the particular position.

Answers multiple telephone lines including E-911 communications and non-emergency calls; enters emergency call data into computer for dispatch or transfers/connects calls to appropriate department, extension, service provider, or agency; screens and monitors calls from the public and other public safety agencies by radio and telephone; categorizes and prioritizes calls.

Dispatches appropriate agency personnel to incident locations including support/backup units, ambulances, fire fighters, rescue units, and wreckers; transfers/connects non-emergency calls to appropriate department, extension, service, or agency.

Maintains communications with caller to obtain/verify pertinent information and to calm until assistance arrives; enters emergency call data into computer; facilitates welfare checks on E-911 hang ups.

Maintains communications with all parties involved in emergency situations; tracks location of responding units; assists emergency personnel in locating addresses; conveys information to/from emergency personnel, general public, public safety agencies, utilities, businesses and personnel within the department.

Monitors multiple radio frequencies to maintain an awareness of activities inside and outside primary jurisdiction; monitors alarm systems at specific locations.

Monitors other responding units activities at all times to ensure safety of personnel involved, specifically: those working accidents, fires, hazardous incidents and/or dangerous criminal activity.

Notifies appropriate personnel and/or supervisor of critical situations and weather related information; problems with communications or computer equipment; takes and relays messages to officers, other divisions, local agencies, and/or other employees; places calls for officers.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels while initiating and responding to radio communications and calls for service; requests as required: ambulances, wreckers, and utility companies.

Obtains and verifies information and inputs call information into computer for dispatching; reviews, modifies, or corrects call information.

Performs multiple tasks simultaneously; takes appropriate action when presented with a call or a stressful situation; remains calm under all circumstances.

Contacts appropriate City departments and/or utility companies to resolve the following problems: street and traffic light outages, downed street signs, roadway debris, and power outages.

If assigned to TPD, maintains assorted logs detailing daily activities, specifically: wrecker service requests, warrants, other City department requests for service, Spillman/Computer Aided Dispatch (CAD) system dispatching, various messages, NCIC entries/retrievals of information, facsimiles and teletypes, and administrative tasks.

If assigned to TPD, operates, enters/retrieves data into/from national and state law enforcement (ACJIC/NCIC), Spillman/CAD (Computer Aided Dispatch) and/or in-house computer systems; monitors and assists with entry and retrieval activities; reviews input for accuracy; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually on entry cards when computer is out of service.

If assigned to TPD, performs computer background checks on criminals and performs computer background checks individuals applying for handgun permits; reviews records for stolen pawn shop tickets; responds to inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides information from computer database as requested by law enforcement officers and/or other agencies.

If assigned to TPD, cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations within city jurisdiction.

Provides the public with directions and referrals, responds to citizen complaints and concerns, and provides requested information about the community or immediate circumstances/situations.

Operates telecommunications device for the deaf; performs pager, phone, and/or radio knock out tests.

Sends, acknowledges, and logs teletypes and net channels; assigns case and warrant numbers; prepares extra patrol requests and out-of-town advisories.

Liaison between Communications Division and other departments and entities to include the Information Technology department GIS team.

Gathers and analyzes requests from Communications personnel; determines if issues are internal or external; tickets external items; troubleshoots and resolves internal issues; communicates with Communication division regarding changes that affect work processes.

Enters data for streets, addresses, permits and updates as necessary in the CAD and Records Management System.

Performs site visits to businesses and addresses in order to verify information needed for database; utilizes various sources to include ALACOP government site to verify individual information; obtains emergency personnel gate codes and updates in tables as necessary.

Creates and maintains directions records; creates address alerts and generates alert reports.

Manipulates geospatial data, such as address points and commonplace points, and updates within GIS database; coordinates edited data within GIS database to reflect in CAD and Records Management System; reconciles and edits in GIS database in preparation for publishing; assists in troubleshooting and resolution of issues between databases; performs quality checks to data within GIS database and edits as needed.

Builds and maintains business names and address files in the CAD and Records Management System database; contacts all businesses and schools within the City and its police jurisdiction annually to update and maintain emergency call-out list and to verify street addresses in cases where businesses have relocated; maintains safe room/storm shelter information within CAD and Records Management System database; performs daycare audits and updates related information in CAD and Records Management System and disseminates to other divisions and departments; creates flags in various tables within CAD and Records Management System for important information for dispatchers to disseminate.

Writes and enters directions to streets and roads within the City and its police jurisdiction for use by dispatchers directing emergency response vehicles to locations in a timely manner; researches maps, newspapers, and sources to ensure directions are entered correctly into database.

Advises Information Technology Department personnel of any changes made in the business names file and of additions and extensions of street addresses for maintenance of Spillman and GEO database.

Contacts city personnel to request addresses for new locales or address corrections to expedite response time to affected locations; receives permits from Planning to include the needed information in database; receives and reviews business license reports for pertinent data or information to be included in database; generates Certificate of Occupancy (CO) reports and compares with business licenses; performs data entry of new and/or updated businesses into appropriate tables and databases.

Enters address/location advisories for safety of officers and for homebound persons; informs Fire Department personnel of requests from homebound individuals to have invalid stickers applied to or removed from their residences.

Communicates and corresponds with the University of Alabama; verifies building assignments of all new and existing fire alarm systems located on the University of Alabama campus; addresses issues with errors as needed.

Receives and reviews street address updates from E911, Planning Division of Urban Development; advises Tuscaloosa County E-911 Addressing Department personnel of necessary corrections when an address is received with an inaccurate ESN or an incorrect agency assignment.

Sends E-911 Inquiry Forms to telephone company requesting corrections be made to E-911 database; contacts telephone company E-911 personnel via phone to follow up request.

Maintains files on new businesses under construction; contacts appropriate personnel to discuss/verify when the business is expected to open; ensures all public safety services are aware of any new coverage areas.

Creates and maintains additional files/databases; makes changes to personnel database, specifically: addresses and telephone numbers.

Completes, prepares, processes, and/or files forms, teletypes, legal documents, requests, reports, correspondence, and documentation associated with the daily responsibilities of this position; maintains files and administrative records.

Performs the following administrative duties: replenishing forms supply, changing computer paper, shredding confidential material, disseminating information to subordinates and various departments, and pulling entry cards for validation.

Performs the following clerical tasks: sending facsimiles, making photocopies, delivering mail, locating and retrieving telephone numbers and addresses, and researching and contacting business/residence call-outs.

Attends training courses offered by the department or required by law in order to maintain applicable certifications, to remain abreast of departmental operations, and to promote improved job performance.

Assists co-workers and/or supervisors in training of new employees.

Recommends and supports policies and procedures that guide and support the provision of quality services by the Communications Department.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must meet regular attendance requirements.

Substitutes for co-workers in temporary absence of same; requests additional personnel as necessary to maintain adequate manpower during shift.

May be required to work on various shifts, overtime, weekends, and/or holidays.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

MARGINAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED required; no experience required. Must be at least 18 years of age. Experience with geographic information systems (GIS) preferred. Must obtain and maintain a valid A.C.J.I.C., N.C.I.C. and/or telecommunications certification. Must become certified as a Communications Training Officer within one (1) year of employment. If assigned to TFR, must successfully complete the EMD, EFD and the TFR Training Manual within three (3) months of employment. This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

PHYSICAL REQUIREMENTS: Must be able to operate a variety of automated office equipment including computer, printer, copy and facsimile machines, telephone switchboard and associated equipment, calculator, shredder, TTY and TDD equipment, tape recorder, and communication radios. Physical demand requirements are at levels of those for light work.

DATA COMPREHENSION: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include directories, maps, handbooks, reference and code books, guidelines, procedures, and manuals.

INTERPERSONAL COMMUNICATION: Requires the ability to speak with and/or signal people to convey or exchange technical, law enforcement, legal, emergency medical, and personnel related information, including giving/receiving assignments and/or directions to/from co-workers, assistants, managers, or supervisors as well as communicating with officials, news media, law enforcement, hospital/EMS, court personnel, utility personnel, security units, and the general public.

LANGUAGE ABILITY: Requires ability to read a variety of legal, technical, emergency medical, counseling, and informational documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex law enforcement, radio communications, legal, emergency medical, technical, counseling, dispatching and computer related principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to add and subtract, multiply and divide, and determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape using job related equipment which may include standard measuring and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment, TTY and TDD equipment, and telephone switchboard system.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, switchboard system, office equipment, communication radios, TTY and TDD equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DIFFERENTIATION: May require the ability to discern color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.