



Lake Consolidated Emergency Communications

Job Description

Public Safety Telecommunicator

Division: Operations

Primary Purpose: Performs a variety of complex public safety communications functions in the Emergency Communications Center which play a critical role in emergency responses. The functions include, but are not limited to answering 9-1-1 calls, non-emergency calls, entering data into the computer aided dispatch system as well as other computer systems and transmitting information via radio systems, phone and computer.

Supervision Received: Works under the direct supervision of the Shift Supervisors.

Supervision Exercised: No supervision exercised.

Essential Duties and Responsibilities:

Percent of Total Time	Ranked Importance	Function
25%	1	Answers incoming 9-1-1, emergency, non-emergency and administrative phone calls, as well as text messages, in a prompt and courteous manner. Independently process and assess each call and dispatch the appropriate public safety response based on the urgency of the situation in line with policies and procedures.
20%	2	Gather, analyze and input critical information during life-or-death situations, crimes in progress, medical emergencies and fire/rescue incidents into the computer aided dispatch (CAD) system. Assign and dispatch the appropriate police, fire and/or EMS unit in a timely manner.
10%	3	Manage communications of emergency personnel responding to and assisting with incidents. Take protective actions for first responders by providing life-safety information during responses such as active shooter, officer down and MAYDAY calls.
10%	4	Monitor the status of beat assignments of each on-duty unit, to enable efficient assignments of calls and to help ensure the safety of personnel.
5%	5	Accurately perform entries and queries, provides responses and documentation with local, state and federal databases in a timely fashion.



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5%	6	Maintain and ensure a high level of confidentiality with regard to information obtained.
5%	7	Monitor and process alarms (burglar, bank, fire, medical, etc.), dispatch the appropriate responders and provide notifications as required.
5%	8	Operate and maintain radio and telecommunication systems including, but not limited to: computer aided dispatch equipment, telephone systems, Next Generation 9-1-1 systems, telecommunications device for the deaf (TDD/TTY), paging/notification systems, fax machines, computers and related accessories.
5%	10	Monitor various site security and camera systems, regional CAD system status monitor and other similar systems.

Marginal Functions:

Percent of Total Time	Function
2.5%	Performs clerical and general office functions, including minor repair, maintenance and cleaning.
2.5%	Provides court testimony as required
2.5%	Performs other related job duties or responsibilities as requested or required, whether or not specifically mentioned in this job description.
2.5%	Maintain logs, records and files as requested and required.

Safety Functions:

Function
Becomes familiar with and observes all applicable safety policies and procedures.
Immediately reports all unsafe conditions.
Keeps work area clean, orderly, and free of hazards.
Obeys and adheres to all safety rules and established work procedures.
Maintains appropriate fitness to perform essential job functions.

Work Environment: The position involves working regular and irregular shift work and shift rotations necessary to provide 9-1-1 and public safety communications services 24 hours/day, 7 days/week, 52 weeks/year including weekends and holidays. Shifts are typically twelve (12) hours in duration, but could be extended in the event of emergency, disaster, staffing needs, workload or work in progress. Weekends and holidays are not



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guaranteed time off and shifts typically rotate. The location is well lit and has minimal noise. There is a high volume, fast paced environment dealing with life threatening situations via telephone or radio. Must be able to remain in the Emergency Communications Center at a dispatch console for extended periods.

Bloodborne Pathogens: The duties of the Public Safety Telecommunicator do not include contact with people who may have contagious/communicable diseases.

Tools and Equipment Used: Equipment used includes, but is not limited to: Next Generation 9-1-1 (NG9-1-1) phone systems, computer aided dispatch (CAD), multi-line telephone systems, TTD/TTY system, multi-frequency radio systems, multiple computers and monitors, records management software (RMS), facsimile machine, copy machine, shredder, logging recorder, reverse communications software, emergency alerting siren, and Microsoft Office products.

Physical Demands: This position works in an office environment. Little physical strength and/or endurance required. Position requires repetitive motion, with substantial movement of the wrist, hands and/or fingers. Occasionally, job may require physical exertion such as lifting, stooping, reaching, walking, etc. Vision, hearing and speaking are required for use of written material, computer equipment, telephone systems and in-person communication, etc.

Required Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: Must possess a High School Diploma or equivalent.

Experience: Prior call center, public safety or customer service experience is desired.

Certification or License: Must possess a valid Law Enforcement Agencies Data System (LEADS) certification, APCO Public Safety Telecommunicator (PST) I certification, Cardiopulmonary Resuscitation (CPR) certification, Emergency Fire Dispatch (EFD) certification, Emergency Medical Dispatch (EMD) certification and State of Illinois Emergency Medical Dispatch license within six (6) months of employment and annually maintain.

Background Check: Employee must not have any felony convictions and will submit to an extensive criminal history and background check.



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Required Knowledge, Skills, and Proficiencies: Must be able to type 35 words per minute and provide proof of such. Have working knowledge of computers. Communicate effectively with the public, co-workers and emergency service agencies both verbally and written. Ability to multi-task and prioritize. Ability to maintain confidentiality. Considerable knowledge of geographical territory of Lake County and adjacent areas. Ability to responsively and independently apply situational reasoning ability by exercising judgment and decisiveness in emergency situations involving a variety of pre-defined duties subject to frequent change. Ability to work in high stress conditions and maintain composure under adverse circumstances. Take control of situations while remaining polite. Ability to accept and provide constructive criticism. Use independent judgment in extremely critical and/or extraordinary risk situations. Ability to hear and understand two messages transmitted simultaneously. Speak clearly and distinctly. Work any shift assigned, including holidays and weekends. Work overtime. May have to lift up to 25 pounds on occasion.

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.*

Salary Grade:

Exempt Status: Non-Exempt

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