



Lake Consolidated Emergency Communications Job Description *Public Safety Telecommunicator*

Position: Public Safety Telecommunicator

Division: Operations

Employment Type: Full-time, non-supervisory

Exempt Status: Non-Exempt

Revised: 01/2026

Summary:

Under the direct supervision of the Shift Supervisors, the Public Safety Telecommunicator serves as a critical link between the public and emergency response services, performing complex communications functions within the Emergency Communications Center. This position is responsible for receiving, prioritizing, and processing emergency and non-emergency requests for service; dispatching police, fire, and emergency medical resources; and coordinating real-time communications to support responder safety and effective incident management. The role requires the ability to make rapid, independent decisions under high-stress conditions while maintaining accuracy, professionalism, and confidentiality.

Essential Duties & Responsibilities:

Call Intake, Assessment, and Prioritization

- Receive and process incoming 9-1-1, emergency, non-emergency, administrative calls, and text communications in a prompt, professional, and courteous manner.
- Independently assess caller information, determine incident type and priority, and apply established protocols to identify appropriate public safety responses.
- Obtain, verify, and document critical information during time-sensitive and high-risk incidents, including crimes in progress, medical emergencies, and fire/rescue events.

Dispatch and Resource Coordination

- Enter, update, and manage incident data accurately within the Computer Aided Dispatch (CAD) system.
- Dispatch appropriate police, fire, and emergency medical units in a timely and coordinated manner.
- Monitor unit availability, beat assignments, and response status to ensure efficient resource deployment and responder safety.

Emergency Communications and Responder Safety

- Manage radio and telecommunications traffic for emergency responders during routine and critical incidents.
- Provide timely life-safety information and situational updates during high-risk events, including active threats, officer-down incidents, and MAYDAY situations.
- Support incident command and multi-agency coordination in accordance with established procedures.

Systems, Technology, and Information Management

- Operate and maintain public safety communications systems, including CAD, NG9-1-1 systems, multi-line telephone systems, radio systems, TDD/TTY devices, paging and notification systems, and related equipment.
- Monitor alarms, security systems, camera systems, and regional system status monitors; dispatch responders and issue notifications as required.
- Perform accurate data entries, queries, and documentation using local, state, and federal databases.
- Maintain logs, records, and documentation in accordance with agency policy, CALEA standards, and Illinois records retention requirements.

Confidentiality and Professional Standards

- Maintain strict confidentiality of sensitive, protected, and law-enforcement-related information.
- Adhere to policies and applicable state and federal laws governing public safety communications.

Other Duties as Assigned

- Perform clerical and general office duties, including minor repair, maintenance, and cleaning.
- Maintain files, records, and logs as required.



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- Provide court testimony when required.
- Perform other related duties as assigned.

Safety Responsibilities

- Comply with all applicable safety policies, procedures, and work rules.
- Immediately report unsafe conditions or hazards.
- Maintain a clean, orderly, and hazard-free work environment.
- Maintain the physical and mental fitness necessary to safely perform essential job functions.

Qualifications:

Education

- High School Diploma or equivalent.

Experience

- Prior experience in a call center, public safety, or customer service environment preferred.

Certifications & Licenses

Must obtain and maintain the following within six (6) months of employment and renew as required:

- 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
- State of Illinois Emergency Medical Dispatch License

Security and Background Requirements

- Must have no felony convictions.
- Subject to an extensive criminal history and background investigation in accordance with Illinois standards.

Work Environment & Physical Requirements:

This position operates in a secure Emergency Communications Center providing public safety communications services 24 hours a day, 7 days a week, including weekends and holidays. Work involves rotating shifts, typically twelve (12) hours in duration, with the potential for extended hours during emergencies, disasters, staffing shortages, or high workload periods.

The environment requires sustained attention, rapid decision-making, and continuous use of telecommunications and computer systems while managing emotionally charged and time-critical situations. This position is not eligible for teleworking or remote work due to operational requirements.

Work is primarily sedentary and performed in an office environment. Essential physical functions include prolonged sitting, repetitive hand and wrist motions, and continuous use of computer and telecommunications equipment. Vision, hearing, and speaking abilities are required. Occasional lifting, reaching, walking, or bending may be required. May occasionally lift up to 25 pounds.

Equal Employment Opportunity:

LakeComm is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or any other protected status.



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Disclaimer:

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of duties or responsibilities and does not constitute an employment agreement. Duties and requirements may be modified to meet organizational needs.