

SENIOR POLICE TELECOMMUNICATOR

Position Code: 1880

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 766 (\$31,452 - \$49,189)

Location: Police

Approval Date: 2010

General Statement of Duties

An employee in this class contributes to the social and economic well being of our community keeping Mooresville a safe place to live and work while performing responsible telecommunications and record keeping work for the Police Department serving as a lead worker.

Distinguishing Features of the Class

Employees in this class receive routine and emergency communications, assess the nature and priority of those communications, and apply related training, education, experience and principles, making a sound judgment in taking appropriate action. Work also involves assisting the public with general information relating to law enforcement and civil matters. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity and courtesy in obtaining necessary information from people who may be under extreme stress. Work is distinguished from lower level class by responsibilities for computer system administrative tasks, shift performance and training new telecommunicators. Work requires the use of Computer Aided Dispatching in recording the information and dispatching the appropriate response. Employees constantly monitor and communicate with emergency personnel using multiple radio, data and telephone messaging equipment. Work also includes duties associated accessing multi-agency police records and state/federal criminal and traffic databases. Work is performed in accordance with departmental policy and State and federal law. Work is often performed under stressful or emergency conditions. Employees may be required to work long shifts including night shifts, holidays and week-ends as needed. The employees are subject to inside environmental conditions. Work is evaluated through review of recorded telephone and radio communications, through observations, feedback from staff, and review of reports.

Duties and Responsibilities

Assists with computer system administration tasks including troubleshooting equipment malfunctions, liaison with software and hardware vendors, updates system data files, and training new users.

Assist the Terminal Agency Coordinator in the validation of DCI entries as required and reviewed by the State of North Carolina.

Trains new employees in the use of Computer Aided Dispatching equipment, multi-channel trunked radio equipment, computerized telephone equipment, recording equipment, PISTOLS records management system, and departmental procedures.

Receives routine and emergency communications and in-person requests for assistance concerning crimes, disorders, personal crisis, public utilities, or general questions.

Operates radio, data and telephone messaging equipment to maintain contact with police personnel and other law enforcement units.

Prioritize and dispatch nearest personnel to respond to requests for assistance.

Operates multiple data terminals including Division of Criminal Information (DCI), National Law Enforcement Tele-communications System (NLETS), National Criminal

Information Center (NCIC), OSSI's police to police network (P2P), OSSI's Computer Aided Dispatching (CAD) linked with Silent Dispatch to Mobile Data Terminals in Police Vehicles, Records Management System (PISTOLS) and Mapping (GIS).

Operates multi-channel 800 Mhz Trunking System with interoperability to 4 neighboring counties.

Prepares statistical management reports requested.

Performs customer service work for the police department assisting visitors with information, procedures, obtaining reports and other needs.

May coordinate the radio communications of federal, state, county, and municipal agencies during natural disasters or other multi-jurisdictional emergencies.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of computer data terminals, multi-line digital telephone equipment and 2 way radio operation.

Considerable knowledge of the operation of a police communications and information system.

Considerable knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Considerable knowledge of proper incident and related report completion.

Considerable knowledge of the practices and procedures of the Police Department.

Some knowledge of modern effective supervisory methods and practices.

Skill in data entry.

Skill in accurately entering data into the DCI and NCIC database.

Skill in operating a multi-channel trunking radio system, multiple data terminals and telephone systems

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to accurately recognize, understand and transmit vital information..

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to perform data entry at the proper speed and accuracy.

Ability to speak clearly and distinctly.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with co-workers, supervisors, and other public officials.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, pushing, pulling, lifting, fingering, talking, hearing, and perform repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to more objects.

Must possess the visual acuity to perform extensive reading and computer terminal work.

Must possess the hearing ability as recommended for police officers by the North Carolina Standards Commission.

Minimum Education and Experience

High School Diploma or GED, one to three years of experience as a Public Safety Telecommunicator, North Carolina DCI certification, and completion of the basic Standards Commission telecommunicator certification course; or an equivalent combination of training and experience.

Special Requirements

Certification by the State of North Carolina as a DCI Operator in all three modules.