

**JOB DESCRIPTION: TELECOMMUNICATOR**  
**UNIT/DIVISION: COMMUNICATIONS**  
**REPORTS TO: COMMUNICATIONS SUPERVISOR**  
**SUPERVISES: NONE**

### **JOB SUMMARY**

The Telecommunicator is a sworn uniform position responsible for receiving telephone and in-person complaints and requests for police service from the public. In addition, the Telecommunicator dispatches all calls for police services, transmits necessary information to police units, monitors and operates the Department's computer systems. The Telecommunicator is responsible for implementing all duties in accordance with Departmental policies and procedures and must often perform two or more telecommunicative functions at once or in rapid succession.

The Telecommunicator reports directly to the Telecommunications Supervisor, but in their absence reports to the Patrol Shift Supervisor.

### **DUTIES AND RESPONSIBILITIES**

1. Receive emergency telephone calls and in-person complaints from the public. Refer non-emergency to appropriate service providers by phone calls, written messages, or in-person referrals.
2. Dispatch the appropriate personnel in response to calls for service. This involves assessing and assigning the proper number of units after obtaining critical information from the service requestor.
3. Record all police activity on proper forms in writing and also by entering data in the department's police information system. This activity is conducted concurrently with other Telecommunication tasks.
4. Maintain constant contact, by police radio, with police personnel in the field and remain alert for potential problems or threats to personnel safety. Maintain on-going assessment of personnel availability through active listening to radio traffic.
5. Monitor by watching a bank of lights an alarm panel and/or listening for audible signals from system and dispatch units appropriate to alarm. This requires geographic familiarity with the City as well as constant monitoring of personnel availability. Telecommunicator must react quickly in contacting personnel at the source of the alarm to determine if alarm is false or bona fide.

6. Monitor by listening to and comprehending several other radio frequencies such as fire, ambulance, E.S.D.A., I.S.P.E.R.N., etc.
7. Using police telecommunications system, notify and dispatch appropriate personnel in response to specific incidents requiring investigations.
8. Conduct computer inquiries and make computer entries of stolen property, missing persons, etc. as necessary. Must constantly monitor computer for receipt of messages regarding commission of crimes, wanted persons, stolen vehicles, etc.
9. Receive and process emergency calls for other city departments when they are closed.
10. Maintain a written and constantly updated log of towed vehicles. Prepare and maintain a computerized house watch list and copy and distribute copies to personnel on a daily basis.
11. Respond to inquiries from the public regarding police related services and respond to members of the news media about newsworthy information.
12. Maintain department recording equipment so that telephone and radio traffic can be recorded and reviewed by periodically changing tapes and checking machines for proper adjustment.

**OTHER DUTIES:** Other tasks as may be assigned by supervisory personnel.

**KNOWLEDGE, ABILITIES, and SKILLS:**

Considerable knowledge of communications equipment; considerable knowledge of and ability to operate a computer; considerable knowledge of the geography of the community; considerable knowledge of Departmental rules, regulations, policies and procedures; considerable knowledge of policies, procedures and operating guidelines of LEADS, NCIC, and the FCC; ability to analyze situations objectively and impartially; ability to react quickly and calmly in emergency situations; ability to deal firmly and courteously with the public; ability to make emergency decisions under stress and assign priorities based on available information; ability to handle several tasks at one time; ability to speak clearly and concisely; ability to establish and maintain effective working relationships with others; ability to successfully complete and maintain LEADS certification.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent and the ability to type 35 words per minute. Must obtain LEADS certificate from the State of Illinois and must be willing to work various shifts including weekends and holidays. Must pass Police background investigation and drug screening.