



Town of Oro Valley Classification Description

Title: **PUBLIC SAFETY TELECOMMUNICATOR** Department: Police
Job Code: 2922 (FT); 2923 (19 or less) Salary Grade: 108
FLSA Status: Non-Exempt

POSITION SUMMARY:

This position is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

The position of Public Safety Telecommunicator requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or in conjunction with other Public Safety Telecommunicators and Public Safety Telecommunicators may assist in training, teaching and basic operational equipment management. The position of Public Safety Telecommunicator requires rotating shift assignments and overtime in accordance with maintaining a fully operational 24 hour facility.

ESSENTIAL JOB FUNCTIONS:

- A. Receives and responds to emergency and non-emergency calls including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and radio systems and computer-aided dispatch (CAD) systems.
- B. Processes and evaluates information received, prioritizes calls and dispatches required units and/or agencies.
- C. Monitors and coordinates police unit activity and assignments via police radio frequencies.
- D. Maintains status and locations of public safety personnel.
- E. Utilizes technology such as computers, radio systems, telephones, fax machines and other communication equipment.
- F. Creates and maintains automated or manual logs of public safety communications activity.
- G. Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes.
- H. Enters and maintains files for persons or property pending apprehension/recovery.
- I. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- J. Keeps informed of departmental regulations, policies and procedures.

- K. May assist in providing on-the-job training for Police Dispatchers and submit progress reports and evaluations on trainees.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Town, state and Federal statutes, rules, ordinances, codes, regulations governing dispatching.
- Knowledge of Town and Department policies and procedures.
- Knowledge of law enforcement records keeping activities and techniques.
- Skill in operating computers and related communication equipment utilizing a variety of software and operating systems/applications.
- Skill in quick decision making and correcting emergency situations.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- A high school diploma or equivalent.
- Successfully complete background investigation.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.