

CITY OF SHEBOYGAN

TELECOMMUNICATOR  
Grade 09A

CODE C10700A

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Reports to: Police Dept	Department:	Police Department
Classification: Non-Exempt	Division:	Local 1564, AFSCME
Date: 9/11/09	Approved:	Gen Ord 12-09-10
Job Code Change		

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Nature of Work:

Responsible for answering incoming emergency calls and providing accurate and efficient communications to dispatch police, fire, and emergency services within the City. The work includes taking and following-up on or referring complaints and monitoring other communication systems for emergency calls. Employees work under the day-to-day supervision of the Lead Telecommunicator and the Lieutenant in charge of Administrative Services or in his absence the Officer in Charge. Performs clerical and other related work as required.

Typical Duties: (These examples do not list all the duties which may be assigned.)

- 1.\* Answers all emergency phone calls and responds by dispatching appropriate police, fire, medical, or other emergency units.
- 2.\* Maintains radio contact with emergency units and receives, transmits, and interprets emergency and non-emergency radio messages from all emergency units of the City and County and all other jurisdictions outside of the County. Routes all teletype messages received to the proper destination.
- 3.\* Takes complaints over the phone and at the counter, reviews complaints on file for follow-up and teleservicing and adjusts complaints or supplies information explaining involved department procedures, making decisions based on precedent and regulations.
- 4.\* Composes and transmits, receives and interprets teletype messages to other law enforcement departments and government agencies and operates CRT to obtain information.
- 5.\* Operates multi-channel electronic recording and playback unit.
- 6.\* Keeps accurate records and logs of vehicle mileage, gas and oil consumption, use time of portable radios, etc., and charges same according to need.
- 7.\* Monitors alarm systems and TV screens and takes proper action as necessary.
- 8.\* Receives fines and fees, issues receipts and performs other police related clerical work at the police information counter.

\*Essential Functions

Minimum Qualifications:

1. High school diploma or a GED certificate recognized by the Wisconsin Department of Public Instruction plus two years of related experience or any equivalent combination of experience and training which provides the necessary knowledge and abilities.
2. Ability to promptly analyze and evaluate emergency situations and effect an accurate course of action.
3. Adequate understanding of the capabilities of the total police and fire communications system and the knowledge of what course of action to take in case of equipment failure. Must be capable of intelligently communicating the necessary information in regard to these failures to the proper parties.
4. Working knowledge of the layout of the City and surrounding areas.
5. Knowledge of Federal Communications Commission rules and regulations.
6. Ability to reduce rambling and disconnected information into concise and accurate messages.
7. Ability to operate telecommunication equipment, CRT's and keep accurate records and reports, and perform clerical work.
8. Ability to obtain a satisfactory grade on a typing test, prefix tape a test for dispatchers, voice test, report writing and psychological test(s).
9. Ability to communicate and interact effectively with the public and co-workers in a cooperative manner.
10. Must have clear and precise speech and ability to enunciate correctly and clearly.
11. Must be temperamentally, emotionally, and physically capable of meeting extremely stressful situations, and in a pleasant acceptable manner that would not be offensive to the general public.