

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Senior 911 Telecommunicator</u>
Sch & Grade	<u>PAT-7</u>
Class Code	<u>FC08</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Emergency Communications</u>

PRIMARY PURPOSE:

Oversees and supervises 911 Telecommunicators and 911 Calltakers in daily operations. Serves as training officer to assigned staff. May be assigned to special projects pertaining to Training, CAD, Information Systems, PIO, etc. Operates public safety dispatching equipment as assigned.

SUPERVISION:

Under general supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Provides operational and training guidance to employees with varying skill levels including: conducting on the job and classroom training activities, and critiquing calls based on Standard Operating Guidelines and other resources.
2. Provides feedback and direction to 911 Telecommunicators and 911 Calltakers..
3. Maintains Standard Operating Guidelines and ensures all policies and procedures are current.
4. Participates in the interview process and makes recommendations for new hires.
5. Provides technical support for CAD, 800 Mhz Radio, 911 Telephone, and other systems that support emergency communications.
6. Acts as the Public Information Officer and Community Educator as assigned, including job fairs, website maintenance, etc.
7. Attends planning meetings and coordinates public safety exercises with other agencies.
8. Completes administrative tasks for assigned employees, including completing payroll, scheduling, disciplinary actions, and performance evaluations.
9. Investigates complaints and inquiries from the public and other agencies; makes recommendations to correct the issues.
10. Conducts minor tests on equipment and software reporting issues to vendors and technicians, tracking the repair process.
11. Performs all the functions of the 911 Telecommunicator position.

IMPORTANT FUNCTIONS:

1. Performs minor office functions such as filing, copying and sorting.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Public safety communications knowledge is required. Possess general knowledge of computer software such as Word, Excel, PowerPoint and various desktop publishing based on assignment. Must possess superior knowledge of CAD software, radio equipment operation, 911 call handling equipment, and Standard Operating Guidelines.

Abilities

Effectively deal with people and highly stressful situations, which may be for an extended period of time; assess situations quickly and accurately; use appropriate judgment when responding to incident reports including emergency situations; learn and follow established procedures; accurately type at a rate of approximately 40 words per minute; must operate a computer terminal, two-way radio, Telecommunications Device for the Deaf (TDD), and related dispatch and recording equipment; prepare and maintain accurate records; follow oral and written instructions; communicate clearly and effectively both verbally and in writing; deal effectively and courteously with associates and the general public; counsel and provide guidance and direction to staff members and effectively use judgment to address issues; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires two years of experience in emergency communications/dispatch work with the Springfield-Greene County Emergency Communications Department.

Physical Requirements

Performs bending and reaching necessary to obtain resource materials; subject to sitting for long periods of time. Must be able to grip objects and wear communications headset that will cover or fit within the canal of one ear. Must be able to hear and understand spoken communications originating simultaneously from both the headset and other sources in the communications room. Must meet hearing standards as established by a City-approved licensed audiologist or M.D.

Working Environment

Primarily indoors, with heating and cooling regulated; exposure to constant noise in a work environment with minimal natural lighting.

Licensing/Certification

Must possess and maintain current certification for Missouri Uniform Law Enforcement System (MULES). Must possess and maintain Communications Training Officer Certification throughout appointment.

Miscellaneous Requirements

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Senior 911 Telecommunicators working as Training Officers will not be eligible for field training pay.

Last Revision:	February 16, 2012	GENERAL ORDINANCE NO. 5564
Comments:	Updated Abilities	Date: June 26, 2006

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____