

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>911 Telecommunicator</u>
Sch.& Grade	<u>PAT-6</u>
Class Code	<u>FC06</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Union Eligible</u>
Occupational Group	<u>Emergency Communications</u>

PRIMARY PURPOSE:

Receives and processes 911 calls, including both emergency and non-emergency calls for Police, Fire, and Emergency Medical Services (EMS). Determines the appropriate call types and course of action based on the nature of the calls. To receive incident reports, including emergency calls through 911, and simultaneously enter information into the computer. To operate public safety dispatching equipment for multiple jurisdictions and agencies.

SUPERVISION:

Under direct supervision of an assigned 911 Shift Supervisor.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Answers calls on both administrative and emergency lines from the public, alarm companies, and other public safety agencies requesting Police, Fire, and EMS assistance.
2. Receives information from caller and simultaneously enters critical information into computer system.
3. Transfers callers to appropriate ambulance dispatching agency as necessary.
4. Sets priority of calls based on policy and nature of incident.
5. Utilizes multiple computer monitors and keyboards to input data and receive information from MULES and CAD systems.
6. Maintains accurate geographical knowledge of Greene County and surrounding areas to assist in determining what agencies need to respond to an incident.
7. Operates dispatching equipment to dispatch fire or police vehicles and personnel and monitors the status of personnel.
8. Secures the assistance of other agencies as needed.
9. Stays current on specific crime problems including unusual fire and police field operations that must be considered when dispatching.
10. Reads and interprets a variety of resource material, procedural manuals, etc.
11. Utilizes appropriate equipment necessary to perform job duties such as computer, two-way radio, telecommunications device for the deaf (TDD), as well as related dispatch and recording equipment.
12. Assists with training of other 911 Telecommunicators as assigned.
13. Attends departmental, City and/or outside agency training to maintain appropriate certification as required.

IMPORTANT FUNCTIONS:

1. Conducts minor tests and troubleshooting on equipment.
2. 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 preferred, but not required.

Abilities

Effectively deal with people and highly stressful situations, which may be for an extended period of time; assess situations quickly and accurately; remain calm and professional in emotionally charged situations; use appropriate judgment when responding to incident reports including emergency situations; possess strong attention to detail; learn and follow established procedures; accurately type at a rate of 32 words per minute; learn to operate a computer terminal, two-way radio, Telecommunications Device for the Deaf (TDD), as well as 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; effectively welcome and embrace 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 one year of experience in emergency communications/dispatch work; or 2 years of experience in a multi-tasking, high public contact work environment; or possession of 60 semester hours from an accredited college/university with some experience in a high public contact work environment; or any combination of education and experience that would provide the incumbent with the necessary knowledge, skills and abilities.

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 established hearing standards. Works for sustained periods of time maintaining concentrated attention to detail.

Working Environment

Primarily indoors, with heating and cooling regulated; exposure to constant noise in a work environment with minimal natural lighting. Work exposes incumbent to highly stressful situations including life or death decisions involving the safety of police officers, fire and EMS personnel, and the general public. Incumbent receives and often must relay negative information.

Licensing/Certification

Must be able to obtain and maintain certification for Missouri Uniform Law Enforcement System (MULES).

Miscellaneous Requirements

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Must successfully complete a background investigation; must not possess any felony convictions; must pass pre-employment drug testing; must pass pre-employment hearing exam.

Last Revision:	July 2, 2018	GENERAL ORDINANCE NO. 5188
Comments:	Updated Experience, Education and Training	Date: June 3, 2002

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:** _____