

TOWN OF CANTON, NORTH CAROLINA

CLASS DESCRIPTION

CLASS TITLE: POLICE TELECOMMUNICATOR

Department:	Police
Reporting To:	Police Sergeant
Direct Reports:	None
FLSA Status:	Non-exempt
Last Updated On:	November, 2015

GENERAL DESCRIPTION OF CLASS:

Under general supervision, performs specialized communications functions in the Town's police dispatch center; performs related work as assigned.

ESSENTIAL FUNCTIONS:

- Receives routing and emergency telephone calls and personal requests for information or assistance concerning criminal activity, civil processes, and other matters involving public safety.
- Operates two-way radio system to maintain contact with police vehicles and other law enforcement units.
- Dispatches public service units to respond to requests for assistance using Computer Aided Dispatch (CAD) system.
- Provides information concerning the location of residences, businesses, roads, and streets.
- Operates the computer terminal connected with the Division of Criminal Information (DCI), other law enforcement agencies, the National Law Enforcement Telecommunications system, and the National Crime Information Center (NCIC) to transmit and receive information regarding criminal activity, including but not limited to criminal histories, vehicle identification, NCIC hot files, missing persons, license plate records, driver histories, pawn shop transactions, etc.
- Uses Automated Tactical Analysis of Crime (ATAC) software for crime pattern analysis, predictive analytics, and crime mapping.
- Initiates calls to persons at the request of officers; calls wrecker companies as directed.
- Monitors and responds to radio communications; tracks the location of field units; provides information, assistance and directions to officers in the field; dispatches back-up assistance as needed to help ensure the safety of officers.
- Monitors security alarms; notifies appropriate personnel when alarms are activated.
- Performs computer-aided dispatching work, including receiving and dispatching emergency and non-emergency calls for law enforcement, fire, utility and other response personnel.
- Performs general clerical work as required, including preparing lists, logs and reports, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, greeting and assisting office visitors, etc.
- Prepares and submits various reports as required.
- Prepares tape recordings of dispatch communications; documents all emergency communications and maintains related records, forms, logs, etc., with completeness and accuracy.

- Provides routine assistance and information to callers, such as taking messages, providing directions, routing calls, etc.
- Receives and responds to public inquiries, requests for assistance and complaints; greets and assists Department visitors.
- Assists administrative assistant as necessary.
- Attends training sessions, workshops, meetings, etc., to maintain or enhance job knowledge and skills.
- Handles calls in a professional and timely manner and in compliance with all pertinent local, state and federal regulations.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Considerable knowledge of the layout of the Town streets, location, and geographical layout of various neighborhoods and the business district.
- Strong working knowledge of the operation of a two-way radio communications system and related Federal Communications Commission regulations.
- Ability to operate a personal computer with a Windows operating system and Windows Office Suite.
- Ability to operate phone, fax, and copy machine.
- Ability to assess people and situations and use judgement in decision-making.
- Ability to make quick judgement calls as to when dispatches are made and to which agency/person.
- Ability to elicit information necessary for proper dispatching from persons in a distressed or confused condition.
- Ability to speak clearly, distinctly, and concisely.
- Ability to deal tactfully and courteously with the public.
- Ability to operate equipment that requires extended training and experience.
- Strong knowledge of Division of Criminal Investigation (DCI) network.
- Knowledge of Automated Tactical Analysis of Crime (ATAC) software.
- Knowledge of Computer Aided Dispatch (CAD).
- Ability to learn and adapt to new complex technology.
- Ability to maintain effective working relationships with other employees.
- Ability to multitask.

EDUCATION/CERTIFICATIONS AND EXPERIENCE:

- High school diploma or GED equivalent.
- 3-6 months of experience in communications, dispatching, or reception work.

SPECIAL REQUIREMENTS:

- North Carolina Division of Criminal Information (DCI) certification.

WORKING CONDITIONS:

- General office environment

ADA COMPLIANCE

The Town of Canton is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires standing, walking, fingering, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.