

Class Title: Public Safety Telecommunicator III

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Provides training to telecommunicators in training status and evaluates their weekly performance. Assists with supervising and coordinating the work of personnel assigned to the Emergency Communications Center. Demonstrate advanced knowledge of systems to include: Multi-line Next Generation 911 (NG911) telephones, including 911 lines, computer aided dispatch (CAD), radio, a thorough knowledge of the operating procedures for all emergency services agencies; maintain a thorough understanding of all administrative and operational orders, directives, policies, and procedures and their application. Receives and responds to request for police and fire-rescue and dispatch public safety units, including emergency and non-emergency calls. Operates various telecommunications equipment to dispatch public safety units and monitor radio and telephone calls. Simultaneously attend to telephone and radio system while entering and extracting data from computer systems.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Responds to emergency and non-emergency requests by answering multi-line NG911 telephones, including 911 lines and computer-aided dispatch (CAD), determining the caller's needs, verifying information given by the caller and sending information to the dispatcher.
2	S	Dispatch police and fire-rescue agencies by relaying information to field personnel, verifying information, following up with callers and monitoring radio transmissions.
3	S	Provides additional assistance to field personnel and the general public by searching wanted information, locating and/or referring phone numbers and addresses to appropriate departments, contacting outside agencies for assistance regarding mutual aid, power failures, gas leaks or other issues. Access federal, state and local criminal databases for relevant information.
4	S	Provide on the job training to telecommunicator's and monitor their training needs.
5	S	Responds to requests made by coworkers for assistance during situations that require a higher level of expertise to maintain a professional operation in the absence of a supervisor.
6	S	May perform other duties such as attend training classes, conduct tours, public outreach or assignments deemed necessary by the supervisor based on the current workload and department needs.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational and technical processes which may be obtained with six months/one year of advanced study or training past the high school equivalency. Level of knowledge equivalent to four years of high school or equivalency. Junior college, vocational, business and technical or correspondence schools are preferred.
Experience	Three years as a Public Safety Telecommunicator
Certifications and Other Requirements	Must be a United States citizen or have lived in the United States for the past 10 consecutive years. Typing 30 WPM. Must be certified as a Public Safety Telecommunicator. Must be certified or obtain certification of CPR, VCIN/NCIC, Emergency Medical Dispatch, National Incident Management System ICS-100, ICS-200, ICS-700 and ICS-800, FEMA IS-5, FEMA IS-907 and Nationwide Suspicious Activity Reporting.
Reading	Work requires the ability to read and comprehend maps, reference books, technical manuals, medical cards, correspondence, policies and procedures.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division. Understand common English measurement
Writing and Speaking	Work requires the ability to communicate information in written and spoken English in an organized, clear and concise manner so that others will understand; complete forms accurately; use proper spelling, punctuation, grammar and enunciation.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Works requires functioning as a Public Safety Telecommunicator II and includes overseeing the training of Telecommunicator's and performing in the role of a supervisor in their absence.

CSC Adopted: September 2001, CSC Revised: November 2013, November 2018

CLASS REQUIREMENTS	
Complexity	<p>Work requires the ability to work on several tasks at once; shift to different tasks or apply different methods to meet changing priorities without losing information. Operate in an environment with rapidly changing situations in which decisions are often made under stressful conditions. Attention to detail of work and complete tasks thoroughly and within established standards of accuracy and precision. Ability to perform tasks in the presence of distractions or under monotonous conditions without significant loss in efficiency including remaining focused and attentive for long periods. Ability to evaluate critical information that conflicts with existing information or that is ambiguous; identify strengths and weakness of various alternatives; recognize patterns and relationships in data or information; gather and understand the relevance of information from different sources. Ability to make decisions in a timely fashion; apply rules and guidelines in new situations. Maintain performance under pressure; cope with frustration; junction effectively within a stressful environment; handle chronic stress or tension with minimal damage to personal health or well-being.</p>
Interpersonal / Human Relations Skills	<p>Ability to take responsibility for actions, decisions, and goals; set and apply standards of success for self. Apply a personal sense of ethics and integrity at work; honest and open with coworkers and/or supervisors. Be self-motivated; demonstrate willingness to take on job challenges. Be aware of other reactions and understand why they react as they do. Ability to understand the motivations, emotional needs and challenges faced by others; demonstrate support and understanding to others. Cooperatively sharing responsibilities and tasks; demonstrate receptiveness and responsiveness to other ideas and requests; share necessary knowledge to complete assignments; support team decisions. Develop and maintain effective and efficient working relationships with others; accepts constructive feedback; discuss sensitive subjects tactfully and diplomatically; open to new ideas and different points of view and respect other perspectives and differences. Ability to focus actions towards meeting or exceeding expectations and requirements of field personnel and the public; act with field personnel and public interests in mind. Ability to influence others behaviors, opinions, attitudes or judgements.</p>

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, training from station to station, at console
Sitting	C	Computer, desk work, answering telephone at console
Walking	O	Inter-office, from station to station
Lifting	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radios, telephones
Carrying	O	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Pushing/Pulling	O	Radio console operation, chairs
Reaching	F	Fire/Rescue radio console operation, buttons on telephone, to dispatch console, to reference materials
Handling	F	Office supplies, files, reports, headset, flashlight, maps, directories, books, manuals, hand-held radio, telephones
Fine Dexterity	C	Computer keyboard, answering telephone at console, dispatching
Kneeling	R	Operation of foot pedals, set-up equipment at the remote back-up site, CPR training
Crouching	R	Set-up equipment at the remote back-up site
Crawling	R	Set-up equipment at the remote back-up site
Bending	R	Reaching appropriate equipment or tools, at console, set-up equipment at the remote back-up site, restarting computers
Twisting	O	Reaching appropriate equipment
Climbing	R	Ladder at the remote back-up site
Balancing	R	While on ladder
Vision	C	Computer, desk work, filing, answering telephones, dispatching
Hearing	C	Telephone, radio, dispatching, co-workers, supervisors, caller information, police, fire-rescue team member meetings
Talking	C	Telephone, radio, dispatching, co-workers, supervisors, caller information, police, fire-rescue team member meetings
Foot Controls	C	Dispatching equipment
Other (specify)	F	Life and death stress situations

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Multi-line NG911 telephone console, Motorola radio console, EMD (Emergency Medical Dispatch) Pre-arrival cards, NAWAS Phone (Weather Alert and High Priority Lines), headsets, base station radio, hand held portable radio, dispatch map book, city phone listings, emergency contact books, maps, copy and fax machine, VCIN/NCIC, ANI (Automatic number identification), ALI (Automated location identification), city emergency contact book, CAD (computer aided dispatch), HAZMAT emergency response guide, NFR (Norfolk Fire-Rescue) fire demand zone book, Public Safety event type/subtype list, TDD (Telephone Device for the Deaf), keyboard, paper trimmer, chairs, flashlights, training tools: TV, DVD, CDs, cassette tapes, back-up event cards, Standard Microsoft Windows and Office software, CAD interfaces and software for all described programs, scheduling software, Internet/Intranet.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	N
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	--
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Communications Center

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	O
Noisy/Distracting Environment	C
Other (see 3 below)	N

- (3)