



LEWISTON-AUBURN 911 COMMUNICATIONS CENTER

JOB DESCRIPTION TELECOMMUNICATOR

I. SUMMARY

Under the general direction and supervision of the Communications Shift Supervisor, the Telecommunicator receives all oral and/or teletype communications coming into the 911 Center from the public and from public safety personnel.

Through the application of *common sense* and by following established procedures, Telecommunicators transmit requests for service to the appropriate location/agency. Subject to Standard Operating Procedure, the Telecommunicator has the primary responsibility for the initial deployment of law enforcement/fire personnel and equipment.

The Telecommunicator is also responsible for the constant monitoring of public safety personnel and their activities thereby ensuring their safety.

II. GENERAL DUTIES AND RESPONSIBILITIES

1. Receives requests for services from the general public and assigns adequate personnel for the efficient completions of those requests.
2. Receives requests for information from the general public and provides said information, if available and applicable, or refers caller to appropriate agency.
3. Enters dispatch information into *CAD* system and updates information on unit(s) arrival, clearance and call status as needed.
4. Records all significant communications as required by agency procedure.
5. Disseminates police information regarding wanted persons, stolen vehicles, missing persons, etc., that may be received via telephone, teletype or other means.
6. Acquires and maintains a thorough knowledge of the location and characteristics of the streets, parks, buildings, housing projects and other significant areas of the municipalities of Lewiston-Auburn so as to maximize the accuracy and speed of dispatch.
7. Be thoroughly familiar with agency procedures for the use of the radio and other communications equipment.
8. Be familiar with emergency procedures that relate to matters requiring urgent police/fire/EMS attention so as to be capable of activating them immediately.
9. Keeps personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiency of their response to the call.

10. Keeps track of all officers on a given watch and immediately informs the applicable Watch Commander when contact with an officer cannot be made as per established procedure.
11. Maintains the Communications Center and equipment in order and informs the Communications Supervisor of any defects or malfunctions so that repairs or corrections can be made.
12. Monitors the closed circuit television system in order to ensure Center security.
13. Monitors alarm systems and dispatches appropriate response units in the event of alarm activation.
14. Enters into and/or retrieves information from the Maine METRO, NLETS, and NCIC teletype systems.
15. Answers all telephone calls promptly and efficiently, and assists all callers in a calm, professional manner.
16. Maintains the agency daily log, ensuring an accurate recording of calls received and other significant events.
17. Maintains such records as may be required by Maine METRO, NCIC, etc..
18. Receives information on past and current complaints and enters such information into the computer system, informing the applicable Watch Commander of such.
19. Prepares incident complaint forms as they are received and makes same available to officers assigned.
20. Transfers calls to other departments/divisions as appropriate.
21. Responds to officers' requests for information as appropriate.
22. Keeps the applicable Watch Commander fully informed of any significant events.
23. May change tapes in the recording system in the absence of the Communications Supervisor.
24. Performs other duties and tasks as may be assigned by proper higher authority.

III. SKILLS KNOWLEDGE AND ABILITIES (SKA's)

1. Ability to think and act quickly and effectively under conditions of high stress.
2. Ability to speak clearly and concisely.
3. Knowledge of the principles involved in the operation of a radio, telephone and other related communications equipment.
4. Ability to type accurately and with reasonable speed.
5. Knowledge of the geography and street systems of the municipalities of Lewiston—Auburn.
6. Ability to comprehend and effectively operate the Computer Aided Dispatch (CAD) system.
7. Possess skill and speed in the operation of the teletype and other communication equipment.

8. Knowledge of police/fire procedures.
9. Ability to comprehend and follow complex oral and written instructions.
10. Ability to develop and maintain good working relationships with fellow workers and other personnel.
11. Ability to deal courteously and effectively with members of the public.
12. Ability to type and maintain accurate records.
13. Ability to perform multiple tasks simultaneously.
14. Possess better than average organizational skills.
15. Ability to sit at a workstation, operate a computer terminal and remain task focused for extended periods of time.
16. Ability to hear concise verbal communications that is not compromised by back-ground noise
17. Ability to differentiate between primary colors red, green and yellow.
18. Ability to work varying hours, shift work, and overtime on a regular basis.

IV. EMPLOYMENT STANDARDS

1. High school diploma or equivalent.
2. Experience in the operation of modern communications hardware desirable but not mandatory.
3. Ability to successfully pass security clearance, to include a thorough background investigation, polygraph and submission of a completed applicant fingerprint card to the F.B.I. Identification Division.
4. Ability to successfully complete the Certified Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy within a reasonable time after employment.