



# Lewiston-Auburn 9-1-1 Emergency Communications System

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**Department:** Operations

**Job Title:** Telecommunicator

**Pay Grade:** Entry Level as outlined in the Collective Bargaining Agreement

**Job Relationship:**

- A. Responsible to: Communications Supervisor (TC4), Lewiston-Auburn 9-1-1 Emergency Communications Center
- B. Supervises:
- C. Manner of Review and Approval of Work: Through direct observation of activities.

**Employee Definition:** Full-Time                      Union                      Non-exempt

**Hours:** 24/7 Operation with 8 hour shifts. 4 days on, 2 days off.

**Job 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 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.

**Representative 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 developments, 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 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 appropriate. 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 video recording system in order to ensure Center security.
13. Monitors alarm systems and dispatches appropriate response units in the event of an 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. Transfers calls to other departments/divisions as appropriate.
18. Responds to officers' requests for information as appropriate.
19. Keeps the appropriate Watch Commander fully informed of any significant events.
20. Performs other duties and tasks as may be assigned by proper higher authority.

#### **Working Conditions and Job Hazards:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit or stand and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to handle or feel objects, keyboards or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is usually moderate.

The employee will be expected to work days, nights, and weekends as necessary. Some travel can be anticipated, with the cost borne by the Center.

#### **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 principals 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 served by this agency.

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, and EMS 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 perform multiple tasks simultaneously.
13. Possess better than average organizational skills.
14. Ability to sit or stand at a workstation, operate a computer terminal and remain task focused for extended periods of time.
15. Ability to hear concise verbal communications that is compromised by back-ground noise
16. Ability to work varying hours, shift work, and overtime on a regular basis.

### **Specifications and Qualifications**

1. High school diploma or equivalent.
2. General computer knowledge required.
3. Ability to successfully pass security clearance, to include a thorough background investigation, and submission of a completed applicant fingerprint card to the S.B.I. Identification Division.
4. Ability to successfully complete the Certified Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy within one year of employment.
5. Ability to obtain Emergency Medical Dispatch Certification within six months of employment.
6. Ability to obtain Emergency Fire Dispatch Certification within six months of employment.
7. Ability to obtain Emergency Telecommunications Certification within six months of employment.
8. Ability to obtain Maine EMS license at the EMD level upon completion of Emergency Medical Dispatch certification.
9. Ability to obtain CPR certification within six months of employment.

The duties above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.