

## PUBLIC SAFETY TELECOMMUNICATOR I

### JOB DESCRIPTION

**Classification Responsibilities:** A Public Safety Telecommunicator I is the entry-level class in the Public Safety Telecommunicator series and is responsible for receiving, evaluating, and processing all 9-1-1 calls for police, fire, and medical assistance; or receiving and dispatching calls and messages for police or fire/emergency medical services, and maintaining radio contact with mobile units. Work involves evaluating incoming calls, dispatching field units, and transmitting information and messages upon request and according to established procedures.

**911 Call-Taker Assignment:** Receives and evaluates calls from the public concerning crimes, fires, and medical emergencies. Specific duties include: evaluating calls for proper action; initiating Police and Fire/medical response by obtaining information required for dispatching field units; accessing the priority dispatch protocol system which is used to triage emergency medical service requests and supply pre-arrival instructions; entering data into a computer as it is being received; and providing emergency first aid or Cardiopulmonary Resuscitation (CPR) instructions, if appropriate. Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens and public safety personnel. A Public Safety Telecommunicator I in the 911 Call-Taker Assignment enters abandoned vehicle information and performs vehicle registration, Driver's License, stolen vehicle, and wanted persons checks by utilizing a criminal justice information system.

**Fire Dispatching Assignment:** Dispatches calls and messages for Fire and Medical emergency services and maintains radio contact with mobile units. A Public Safety Telecommunicator I in the Fire Dispatching assignment works in the Mesa Regional Dispatch Center (MRDC) which is responsible for multi-agency dispatching and a valley-wide automatic aide system. Specific duties include: making appropriate notifications and call-outs for major incidents; selecting correct format for dispatching from twelve or more categories; dispatching ground and air ambulances; and contacting other agencies, utilities, airport towers, the Public Information Officer, on-call investigators, numerous specialty teams, and rescue services such as the Red Cross depending on the type of incident.

**Police Dispatching Assignment:** Dispatches calls and messages for Police emergency services and maintains radio contact with mobile units. A Public Safety Telecommunicator I in the Police Dispatching assignment works in the Police Communications Center which is responsible for dispatching Police Officers for the City of Mesa involving high volume of radio traffic and monitoring of status changes during routine and emergent situations. Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens and Police personnel.

**Distinguishing Features:** Public Safety Telecommunicator I is a civilian position. All work is performed in accordance with department policies and procedures and local, state, and federal regulations. A Public Safety Telecommunicator I works rotating shifts that include nights, weekends, and holidays. Employees in this class may progress by noncompetitive promotion to the Public Safety Telecommunicator II classification upon meeting the specific criteria-based promotion requirements. The employee must have completed the probationary requirement as a Public Safety Telecommunicator I and demonstrated the level of competency necessary to perform the duties with minimal supervision and assistance. This class is distinguished from the Public Safety Telecommunicator II class by the

training responsibilities of the latter. Supervision is received from a Public Safety Communications Shift Supervisor who reviews work through observations on the job and results achieved. This class is FLSA nonexempt.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required:** Graduation from high school or GED. Good (1 - 3 years) experience in public contact or customer service experience. A minimum typing speed of 45 net words per minute (nwpm) is also required and will be verified prior to employment or promotion to this class. Must successfully pass Critical test prior to hire or promotion date.

**Special Requirements.** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Candidates given a conditional job offer will be required to pass a psychological evaluation and hearing test. Must obtain Cardiopulmonary Resuscitation (CPR) certification within 60 days of hire/promotion date. All required certifications must be maintained throughout employment. Must not be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** Experience with computer data entry is desirable. Bilingual speaking skills (English/ Spanish) are desirable. Experience in the operation of multiline phone system or radio communications system is desirable.

## ESSENTIAL FUNCTIONS (*Common to all assignments*):

**Communication:** Hears and understands radio communication, the effectiveness of which may be worsened by: varying radio output levels, radio repeater tower locations, outside noise at the scene where the unit is, background noise at the dispatch location, radio interference from outside sources, and field personnel not speaking clearly or loudly enough. Maintains on-the-air radio discipline in accordance with local, state, and federal regulations. Records previously received information in writing, rapidly and accurately, while receiving new information. Prepares written statements for case entries.

**Manual/Physical:** Enters information directly into a computer as it is being broadcast over the radio or obtained over the phone. Types at a minimum sustained rate of 45 net words per minute. Operates a Computer Telephony Integration (CTI) system, base radios, computer terminals, and teletype equipment to receive and transmit information. Detects unclear or unusual sounds on the phone or radio that might be a call for help. Works while confined to a communications console area under conditions requiring close contact with other employees, often during stressful situations. Reads maps in order to give verbal directions on the phone to persons who are unfamiliar with the City.

**Mental:** Remembers details and procedures and applies them instantly in emergency situations. Makes sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well-being of a citizen or public safety member who is in danger. Copes with emotionally intense situations that may include the death of a citizen or public safety personnel.

***911 Call Taker Assignment:***

**Communication:** Answers and evaluates incoming calls for Police or Fire and Medical services to determine urgency of the call and whether units should be dispatched to the scene. Takes emergency phone calls by obtaining address and phone number, enters the case into the computer, and provides emergency first aid or Cardiopulmonary Resuscitation (CPR) instructions, if appropriate. Utilizes various communication techniques to calm callers on the phone and obtain the necessary information. Accesses the priority dispatch protocol system which is used to triage emergency medical service requests and supply pre-arrival instructions. Answers routine questions over the phone regarding civil, criminal, and traffic laws or directs calls to appropriate agencies.

**Manual/Physical:** Detects distinct tones from a Telecommunications Device for the Deaf (TDD). Multi-tasks by handling text-to-911 calls as well as voice calls simultaneously.

**Mental:** Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency and determines the priority.

***Fire Dispatching Assignment:***

**Communication:** Selects correct format for dispatching from twelve or more categories. Answers questions for public safety personnel on the inquiry radio channel. Dispatches ground and air ambulances. Makes appropriate notifications and call-outs for major incidents. Contacts other agencies, utilities, airport towers, the Public Information Officer, on-call investigators, numerous specialty teams, and rescue services such as the Red Cross depending on the type of incident.

**Manual/Physical:** Visually monitors unit status on a screen in order to maintain knowledge of the current status of field personnel and the calls assigned to them. Switches to manual operations when the Computer-Aided Dispatch (CAD) system is not working, including: determining beat/grid or plat/grid and entering on dispatch cards; maintaining a written log of status on all calls assigned; noting received, arrival, and clear times on dispatch cards for documentation purposes; and entering cases on the CAD system when it returns on-line.

**Mental:** Decides which, and the number of, units to dispatch by considering such factors as time of day, description and location of calls or incidents, units available, and probable degree of hazard to responding field personnel. Determines when status priority should be upgraded. Maintains an accurate status of all units. Decides when to restrict non-essential emergency traffic. Interprets the Phoenix fire unit monitor screen. Understands and implements the dispatch protocols of other agencies.

***Police Dispatching Assignment:***

**Communication:** Answers questions for public safety personnel on the inquiry radio channel. Coordinates multi-agency responses. Serves as inquiry operator by processing all requests from field

units for Driver's License, wanted person, registration, and stolen vehicle checks which entails entering the information given by the officer in a predetermined format into the computer, and then evaluating the situation to obtain the facts needed. Utilizes various communication techniques to calm callers on the phone and obtain the necessary information. Notifies specialty units as necessary. Broadcasts information for the Bullseye operations.

**Manual/Physical:** Visually monitors unit status on a screen in order to maintain knowledge of the current status of field personnel and the calls assigned to them. Switches to manual operations when the Computer Aided Dispatch (CAD) system is not working, including: determining beat/grid or plat/grid and entering on dispatch cards; maintaining a written log of status on all calls assigned; noting received, arrival, and clear times on dispatch cards for documentation purposes; and entering cases on the CAD system when it returns on-line. Operates a CTI/Computer Telephony Integration system, base radios, computer terminals, and teletype equipment to receive and transmit information.

**Mental:** Decides which, and the number of, units to dispatch by considering such factors as time of day, description and location of calls or incidents, units available, and probable degree of hazard to responding field personnel. Determines when status priority should be upgraded. Maintains an accurate status of all units. Decides when to restrict emergency traffic.

**Knowledge and Abilities: (May vary by assignment)**

Knowledge of:

Police or Fire Department organization, procedures, services, and operating policies;  
operating procedures of the Public Safety Communications Center and MRDC;  
local geography, including: main streets and their hundred blocks, relative distance between streets, City boundary limits, sectors and beat areas, fire response districts, and beat areas;  
the geography, equipment, and procedures of other jurisdictions that Mesa has contracted with to provide police and fire/emergency medical services dispatching;  
emergency medical dispatch procedures;  
mutual and automatic aide agreements with surrounding agencies;  
dispatch procedures for air ambulance companies;  
CAD formats and commands pertaining to the 911 operator, fire dispatcher, or police dispatcher;  
the Federal Communications Commission rules and regulations pertaining to the operation of public safety, municipal government, and public utility radio communications services;  
basic telephone etiquette; and  
public relations techniques.

Ability to:

perform several tasks simultaneously;  
dispatch fire and emergency medical services, OR police services;  
listen to incoming phone information, and assimilate spoken instructions or information from other dispatchers or a shift supervisor;  
scan the personal computer (PC) screen rapidly in order to select pertinent information;  
monitor police or fire alarm panels;  
shut out extraneous information from other radio channels and coworkers, while selectively listening to

information recognized as crucial;  
discriminate between multiple different command functions on the CAD system;  
acquire mapping and global positioning competencies for the AVL (Automatic Vehicle Locator) function;  
make appropriate notifications when local hospitals are full ("facility overload");  
speak with a clear, well-modulated and pleasant voice;  
deal effectively with upset individuals in obtaining information;  
handle negative comments and feedback from the public;  
cope with emotionally tense situations;  
remember details and make decisions under stressful conditions; and  
establish and maintain effective working relationships with coworkers, supervisors, police and fire field personnel, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 9/24

TR

CS4930.DOCX (Full-Time)

PAY RANGE: 49

CS4931 (Part-Time)

PAY RANGE: 49

CS4933 (Part-Time, Non-Benefited)

PAY RANGE: 49

EEO-A/S

IND-8810

JOB FCTN-PUB

SWORN-No

Non-DOT Safety and Security-Y

Non-DOT Random-N

CDL-N

DOT-N

RESP-N

INCREMENTS 093-200