

# POLICE TELECOMMUNICATOR

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Position Code: 1730

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 349

Location: Police

Approval Date: 2023

## **General Statement of Duties**

An employee in this class contributes to the social and economic well-being of our community keeping Mooresville a safe place to live and work while performing responsible telecommunications and record keeping work for the Police Department.

## **Distinguishing Features of the Class**

Employees in this class receive routine and emergency communications, assess the nature and priority of those communications, apply related training, education, experience and principles, making a sound judgment in taking appropriate action. Work also involves assisting the public with general information relating to law enforcement and civil matters. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity and courtesy in obtaining necessary information from people who may be under extreme stress. Work requires the use of Computer Aided Dispatching in recording the information and dispatching the appropriate response. Employees constantly monitor and communicate with emergency personnel using multiple radio, data and telephone messaging equipment. Work also includes duties associated accessing multi-agency police records and state/federal criminal and traffic databases. Work is performed in accordance with departmental policy and State and federal law. Work is often performed under stressful or emergency conditions. Employees may be required to work long shifts including night shifts, holidays and week-ends. The employees are subject to inside environmental conditions. Work is evaluated through review of recorded telephone and radio communications, through observations, feedback from staff, and review of reports.

## **Duties and Responsibilities**

Receives routine and emergency communications and in-person requests for assistance concerning crimes, disorders, personal crisis, public utilities, or general questions.

Operates radio, data and telephone messaging equipment to maintain contact with police personnel and other law enforcement units.

Prioritize and dispatch personnel to respond to requests for assistance.

Operates multiple data terminals including Division of Criminal Information (DCI), National Law Enforcement Tele-communications System (NLETS), National Criminal Information Center (NCIC), OSSI's police to police network (P2P), OSSI's Computer Aided Dispatching (CAD) linked with Silent Dispatch to Mobile Data Terminals in Police Vehicles, Records Management System (PISTOLS) and Mapping (GIS).

Operates multi-channel 800 Mhz Trunking System with interoperability to 4 neighboring counties.

Performs customer service work for the police department assisting visitors with information, procedures, obtaining reports and other needs.

May coordinate the radio communications of federal, state, county, and municipal agencies during natural disasters or other multi-jurisdictional emergencies.

Performs other duties as requested.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills, and Abilities**

Working knowledge of computer data terminals, multi-line digital telephone equipment and 2 way radio operation.

Working knowledge of the operation of a police communications and information system.

Working knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Working knowledge of the practices and procedures of the Police Department.

Working knowledge of proper incident and related report completion.

Skill in data entry.

Skill in operating a multi-channel trunking radio system, multiple data terminals and telephone systems

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to accurately recognize, understand and transmit vital information.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to type with accuracy

Ability to speak clearly and distinctly.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with coworkers, supervisors, and other public officials.

### **Physical Requirements**

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, hear, push, pull, and perform repetitive motions. Hand and finger dexterity is needed to operate computer terminals and equipment.

Employees in this position meet the physical requirements for telecommunicators from the North Carolina Sheriff's Education and Training Commission. Education. Must be able to perform light work exerting up to 20 pounds of force occasionally, and 10 pounds of force frequently. Lifts and carries equipment and/or materials (up to 10 pounds) to perform assignments.

Must possess the visual acuity to perform extensive reading and computer terminal work.

### **Minimum Education and Experience**

High School Diploma or GED and six months to one year of experience in communications, dispatching or reception work; or an equivalent combination of training and experience.

### **Special Requirements**

Certification or ability to obtain North Carolina DCI certification within one (1) year of hire.  
Certification or ability to obtain Sheriffs Standards Certification within one (1) year of hire.