

**CITY OF GENEVA, IL  
CLASS SPECIFICATION**

**CLASS TITLE:** Telecommunicator  
**DEPARTMENT:** Tri-Com Central Dispatch  
**REPORTS TO:** Shift Supervisor

**CLASS CODE:** 135  
**FLSA STATUS:** N  
**DATE:** 05/23/2017

**JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:**

Receives messages via radio, telephone, computer aided dispatch (CAD) and data transfer, prioritizes messages, and transmits to the proper parties for dispatching equipment and personnel in emergency and non-emergency situations.

**ESSENTIAL JOB FUNCTIONS:**

Importance	Tasks	% of Time
1	Call-Taking - Receives low and high stress police, fire and medical calls via 911 and 7 digit emergency lines as well as routine non-emergent calls on 911 and admin lines. Obtains pertinent/relevant information entering it into the CAD system and provides pre-arrival instructions in a timely manner.	25
2	Fire Dispatcher - Determines the correct and most efficient resource(s) to be utilized and dispatches appropriate personnel and agencies accordingly. Monitors fire/EMS apparatus and updates status changes promptly.	20
3	Police Dispatcher - Determines the correct and most efficient resource(s) to be utilized and dispatches appropriate personnel and agencies accordingly. Monitors police units and updates status changes promptly.	20
4	Quality of Work - Adheres to all applicable rules and guidelines related to established work hours and scheduling. Takes corrective action when made aware of areas needing improvement. Is aware of and responsive to co-workers and work environment conditions.	10
5	Technical Knowledge - Working knowledge and proficiency of all operational related resources and equipment. Makes proper administrative notifications as needed.	10
6	Relationships (Internal/External) - Deals with citizens, member agency personnel and Tri-Com coworkers in a cooperative, courteous and professional manner. Professionally handles constructive criticism.	5
7	MABAS/Statewide/ILEAS - Has a working knowledge and understanding of the MABAS, Statewide and ILEAS systems. Is familiar with the location and use of hardcopy and computer based resources related to these systems.	5
8	LEADS - Has a working knowledge of the LEADS/NCIC system. Maintains LEADS full access certification. Maintains personal security and confidentiality requirements.	5

**IMPORTANT JOB FUNCTIONS:**

May act as Telecommunicator-in-Charge in the absence of a Shift Supervisor.

Performs other related duties as assigned.

Certified Training Officer on voluntary basis after receiving proper training

**MATERIAL AND EQUIPMENT USED:**

Computer  
Two way radio

General office equipment  
Enhanced 9-1-1 phone system

Computer Aided Dispatch System

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED.

**Licenses and Certifications:**

Law Enforcement Agencies' Data System (LEADS) Certification

NIMS 100 and 700

APCO Public Safety Telecommunicator Certification

APCO Emergency Medical Dispatch Certification

APCO Fire Service Communication Certification

CPR Certification

APCO CTO Certification

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

All applicable state, federal and local ordinances, laws, rules and regulations.

All computer applications and hardware related to performance of the essential functions of the job.

Department organization, standard operating guidelines and policies, rules, and regulations.

Local, state and federal laws and current city ordinances.

**Skill in:**

Using a computer terminal to accurately and rapidly enter and retrieve data and information.

Communicating orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

**Mental and Physical Abilities:**

Ability to assess and prioritize emergency situations while remaining calm and using sound judgment.

Ability to efficiently obtain the necessary information from individuals in stressful or emergency situations.

Ability to establish and maintain effective working relationships with fellow employees, city officials, other government agencies, and the general public.

Ability to deal courteously and firmly with the general public in emergency and non-emergency situations.

Ability to multitask during both routine and stressful situations.

Ability to maintain confidentiality on all emergency and police matters.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to grasp, handle,

or feel objects; speak and hear; read and write; keyboard; and occasionally lift, carry, push or pull objects weighing up to 10 pounds.

**Working Conditions:**

Work is performed in a 24/7 public safety office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbents working conditions are typically moderately quiet.

