PUBLIC SAFETY TELECOMMUNICATOR II

POSITION SUMMARY

This position will serve as the lead Public Safety Telecommunicator at a shift level; assumes some supervisory duties for the shift in the presence and/or absence of Public Safety Support Supervisor; performs dispatch duties while providing technical assistance and support to Senior/Public Safety Telecommunicator I's.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assumes first line supervisor duties for assigned shift in the presence and/or absence of Public Safety Support Supervisor. Provides guidance and technical assistance to Senior/Public Safety Telecommunicators in performing essential duties.
- Performs all essential duties and tasks of a Senior/PS Telecommunicator I.
- Respond to requests and proficiently gathers information for dissemination. Access sensitive and confidential information.
- Assist in providing discovery information to prosecutors for court purposes.
- Train new Public Safety Telecommunicators utilizing in-house training program.
- Complete Daily Observation Reports, Performance Improvement Plans, and other documentation to track the progress of new employees.
- Conduct counseling sessions with new employees to address any deficiencies in performance and otherwise mentor new employees.
- Work on special projects as assigned.
- Conduct periodic training for the Communication Division.
- Conduct Quality Assurance (QA) initiatives, reviewing recorded calls, dispatch logs, and documentation to identify areas for improvement and ensuring compliance with established standards.
- Assist in scheduling and ensuring staffing needs for the division are met.
- Validated National Crime Information Center (NCIC) files on a continual basis.
- Must be able to work a rotating shift schedule, to include nights, weekends, holidays, and overtime, to provide 24/7 emergency services as needed.
- Performs other duties of a similar nature or level.

Knowledge, Skills and Abilities:

- Knowledge of appropriate emergency procedures and responses.
- Ability to proficiently gather, analyze and disseminate confidential information.
- Ability to monitor, receive and disseminate information from variety of resources.
- Ability to organize and prioritize multiple events under severe time constraints.
- Knowledge of Traffic and Criminal Law and judicial process.
- Effective oral and written communication skills.
- Possesses excellent customer service techniques and phone etiquette.
- Ability to use a variety of office equipment and related applications.
- Familiar with city geography.

- Knowledge of supervisory principles.
- Ability to read computer and paper maps and disseminate location information.

QUALIFICATIONS

Education and Experience:

- High School Diploma or General Equivalency Degree (G.E.D)
- One or more years in a supervisory role or demonstrated professional development preferred.
- Three years' experience as a Public Safety Telecommunicator I or related experience. Requires working knowledge of the specialized practices, equipment and procedures.
- Or the equivalent combination of education and experience to successfully perform the essential duties of the job.

Special Requirements

- Valid Driver's License
- NCIC Certification or Instructor and maintain certification(s)
- Able to pass NCIC and CJIS background checks and maintain related user privileges and authorities.

WORKING CONDITIONS

Environment:

- Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.
  Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sit or stand in one place for long periods of time.
- Works in high stress emergency situations; communicates with people that may be ill, scared or suicidal.
- Deal with crisis situations that require making quick, major decisions involving people, resources, and property with frequently limited direction.
- Cope with stressful situations, emotional and irate callers, and unprofessional responder contacts.
- Extensive use of telecommunications and radio equipment required.
- Requires shift work.

Classification: Grade 16 (G-16)
FLSA: Non-Exempt
Created: 6/25/14
Approved by Civil Service Commission: 7/24/14
Approved by City Commission: 8/4/14

PUBLIC SAFETY TELECOMMUNICATOR II

Updated: by HR Nameniuk, Captain Cianni 6/20/2022; 12/21/2023 – Changed grade level per commission approval of wage study and 2024 budget – SN; 1/10/24 changed title from Communication Specialist, updated job description per Chief Cianni. 2/9/24 updates to requirements by Chief Ciann. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.