

**TELECOMMUNICATOR
N26**

GENERAL DEFINITION OF WORK:

Performs responsible technical and clerical work on an assigned shift dispatching emergency services personnel and equipment often in response to emergency situations; does related work as required. Work is performed under regular supervision.

TYPICAL FUNCTIONS:

Receives incoming emergency and non-emergency telephone calls, classifies as to type, obtains detailed information and relays information to police, fire, rescue or other agencies;
Operates radios, telephone, recording devices and computer aided dispatch terminals and monitors alarm systems;
Receives and transmits messages by radio and maintains radio log;
Operates computer terminals for FCIC and NCIC networks; forwards information to County Sheriff, State agencies, other police departments, and special units;
Receives and dispatches accident and ambulance calls;
Dispatches emergency equipment and personnel where and when needed;
Provides pre-arrival emergency medical instructions when needed.

RELATED TASKS:

Takes telephone calls concerning complaints, passes information on to appropriate units and makes records of calls;
Maintains tracking logs and other appropriate records.
May function as a cross-trained supervisor as required.
Assists in training new Telecommunicators;
Performs related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

General knowledge of the methods of operating a telecommunications system; detailed knowledge of the geography of the City and location of important buildings; general knowledge of police, fire, and rescue operations; skill in providing emergency medical dispatcher information; general knowledge of Federal and State regulations governing transmission by radio; ability to type accurately at a rate of 30 WPM; ability to speak distinctly; ability to deal with public under stressful conditions. Ability to adequately perceive and discriminate sounds.

EDUCATION AND EXPERIENCE:

Possession of a high school diploma, GED, or equivalent and one year work experience dealing with the general public.

SPECIAL REQUIREMENTS:

Possession of FCIC and NCIC, 911 and TDD certificates or must be State certified within 6 months of employment. Must possess or have ability to obtain certification as Emergency Medical Dispatcher within one year of employment. Must possess a valid Florida driver's license with no more than six (6) points in the last three (3) years. Must be available for shift work in a 24 hour, seven day work week environment.

ADA Accommodations:

In compliance with the Americans with Disabilities Act, the City of Boca Raton will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.