

**POSITION: Communications Tech. I, II, III**

**JOB CLASS CODE: 2100**

**DEPARTMENT: Communications**

**DRUG/ALC. TEST: Random P.S.**

**REPORTS TO: Dispatcher Shift Supervisor**

**DATE REVIEWED: April 1, 2005**

**PAYGRADE: 10 - 12 (\$11.56 - \$17.22)**

**FLSA: Non-exempt**

### **DEFINITION:**

This is specialized work in receiving, processing, and dispatching calls and messages in the Communication Center on a shift basis.

Work involves fast, efficient and accurate receiving, dispatching and processing a variety of both emergency and routine calls and messages and maintaining routing, clerical and fiscal records and reports. All work is performed in accordance with Communication Center rules and regulations. Oral instructions are received from reports and records submitted.

### **EXAMPLES OF DUTIES**

Trains new radio dispatchers.

Operates radio transmitters, telephones and computers.

Receives, logs and handles emergency and routine radio and telephone calls and messages; relays messages to the appropriate personnel; dispatches emergency vehicles as necessary; gives information to the general public by telephone.

Maintains a current record of movement and location of emergency vehicle; contacts other emergency units for information or assistance as directed.

Conducts Civil Defense radio test and logs test as required, and in case of disaster monitors all Civil Defense communications.

### **DESIRABLE TRAINING AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A strong knowledge of emergency dispatching work, including use of radio equipment and

Knowledge of the geography of the city and county.

Ability to secure necessary and pertinent information from persons under emergency situations.

Ability to operate communications equipment, including a radio transmitter.

Ability to think clearly and act quickly in emergency situations.

Ability to speak clearly and distinctly.

Ability to maintain simple clerical records.

### **DESIRED MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

- (A) High school diploma or general education degree (GED)
- (B) Experience as a supervisor in a communications setting; or equivalent combination of education and experience.

#### **Necessary Knowledge, Skills and Abilities:**

- (A) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- (B) Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **TOOLS AND EQUIPMENT USED**

Employees in this class are responsible for operating radio transmitters, 911 console and accessories, telephones and computer equipment and other general office equipment under general supervision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.