



<b>Job Title:</b>	<b>Telecommunicator (non-sworn)</b>	<b>Department/Loc:</b>	<b>Police Department</b>
<b>FLSA Classification:</b>	<b>Hourly, Non-Exempt</b>	<b>Date Drafted:</b>	<b>August 4, 2022</b>
<b>Reports To:</b>	<b>Telecommunicator Supervisor</b>	<b>Grade:</b>	<b>107 or 108 (Senior)</b>

**Position Summary**

Under the general supervision of the Telecommunicator Supervisor, this position handles routine and emergency communications via 911 telephone, computer, and radio in order to dispatch and support appropriate police and/or fire resources. This position works under general supervision and within set procedures, protocols, and guidelines.

**Position Responsibilities- Essential**

*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

- Answers emergency/non-emergency phone calls; routes calls and messages to appropriate person, division, or department.
- Collects essential and relevant information from callers in order to relay to responding unit(s).
- Dispatches police and/or fire resources to emergency or routine calls for service.
- Operates several computers and software programs such as C.A.D., Active 911, Rapid S.O.S., and others.
- Enters relevant information into the Computer Aided Dispatch software with proficiency.
- Thoroughly and completely documents NCIC transactions, CAD reports, and other required records.
- Operates NCIC computer to make inquiries and entries.
- Communicates with other police, fire, and EMS agencies.
- Maintains an organized and hygienic workspace.
- Attends training courses that may require some travel and the operation of a department vehicle in order to attend.
- Successfully obtains and maintains full 40 hour or equivalent NCIC certification.

**Position Responsibilities- Non-Essential/Other**

- Performs certain administrative tasks in support of the police department’s mission.
- May compile or print certain CAD reports.
- Any other duties that may be assigned by supervisors or command staff.

**Essential Skills and Experience**



- Requires a high school diploma or G.E.D.
- Must possess and maintain a valid SC driver license and maintain a driving record consistent with safe driving practices.
- Requires performing tasks prescribed by standard practices but which may require the use of several procedures, and the use of independent judgments with obvious choices; requires normal attention for accurate results.
- Requires good written and verbal communication skills.
- Requires the ability to work effectively with others and work effectively with diverse community members.
- Requires the ability to obtain NCIC and Basic Telecommunications Officer Training certification within 12 months of hire and maintain such certification while employed.
- Must have some proficiency in the use of computers and common office software such as MS Outlook, MS Word, MS Excel, and law enforcement records management software.

**Mental & Physical Demands- ADA Guidelines**

**Physical Demands**

- |                 |            |                        |              |
|-----------------|------------|------------------------|--------------|
| • Sit           | Frequently | • Reach Above Shoulder | Occasionally |
| • Walk          | Frequently | • Climb                | Occasionally |
| • Stand         | Frequently | • Crawl                | Occasionally |
| • Handling      | Frequently | • Squat or Kneel       | Occasionally |
| • Reach Outward | Frequently | • Bend                 | Occasionally |

**Lifting Requirements**

- |                     |              |                 |     |
|---------------------|--------------|-----------------|-----|
| • 10 pounds or less | Frequently   | • 51-100 pounds | N/A |
| • 11-20 pounds      | Frequently   | • >100 pounds   | N/A |
| • 21-50 pounds      | Occasionally |                 |     |

**Pushing and Pulling Requirements**

- |                     |              |                     |              |
|---------------------|--------------|---------------------|--------------|
| • 12 pounds or less | Frequently   | • 41 to 100 pounds  | Occasionally |
| • 13 to 25 pounds   | Frequently   | • > than 100 pounds | Occasionally |
| • 26 to 40 pounds   | Occasionally |                     |              |

**Definitions**

- |              |                |                                                                                   |
|--------------|----------------|-----------------------------------------------------------------------------------|
| • <i>N/A</i> | Not Applicable | Activity is not applicable to this occupation                                     |
| • <i>O</i>   | Occasionally   | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)        |
| • <i>F</i>   | Frequently     | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| • <i>C</i>   | Constantly     | Occupation requires this activity more than 66% of the time (5.5+ hrs/day)        |

**ENVIRONMENTAL HAZARDS:**

The job risks exposure to no known environmental hazards.

**SENSORY REQUIREMENTS:**

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.



*The City has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.*

---

Print Employee Name

Employee Signature

Date Signed

---

Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed