

Communications Operators must respond to emergency and non-emergency calls for assistance and information. They must provide dispatch and communication support services for police, fire, emergency, and related services.

Essential job functions within a Communications Operator's job description will likely detail the daily duties associated with the position, which may include the following:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Translate information to the appropriate codes
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes
- Perform crisis intervention services
- Ask vital questions for emergency response
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch
- Enters and modifies information into local, state and national computer databases
- Monitor and respond to a variety of technical systems and alarms

#### **Required Knowledge**

A Communications Operator must generally have knowledge in:

- **Customer Service:** Candidates must have knowledge of providing excellent customer service.
- **Geography:** Candidates must understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction.

#### **Required Skills**

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use logic and reasoning to reach conclusions and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to think quickly
- The ability to work under stressful situations
- The ability actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- The ability to write clearly and spell correctly
- The ability to establish priorities and pass on information as needed

#### **Minimum Requirements for Employment**

Candidates must be at least 18 years old, and they must possess a high school diploma or GED. Possess a valid driver's license and to not have any felony convictions.

Candidates for these positions must also expect to undergo a background investigation that meets all local, state and federal requirements, as well as a drug screen.

the completion of a comprehensive training program within the first two years of employment. This includes classroom training and extensive, on-the-job training.