

## **POLICE TELECOMMUNICATOR I, II, III, Senior Telecommunicator**

### **General Statement of Duties**

Performs responsible specialized paraprofessional and technical work in the Communication Center for the Police Department.

### **Distinguishing Features of the Class**

An employee in this class performs paraprofessional and technical work receiving both emergency and non-emergency telephone calls from citizens and relaying information to police officers via a multi-channel radio system. The worker also provides information/referrals to the general public and other law enforcement agencies. The employee must have the ability to communicate clearly, to use good judgment, to multi-task and to work in stressful situations. Work is performed under the general supervision of the Communications Supervisor and is checked by observation and by regularly reviewing computer entries and Dictaphone.

### **Essential Duties and Illustrative Examples of Work**

Operates multi-line telephone system. Receives telephone calls from citizens, both emergency and non-emergency; obtains and evaluates information and takes needed action; accesses language line for non-English speaking callers; and operates a TTY and Text-to-911 system for text calls and non-verbal callers. Operates and monitors multi-channel radio system to provide information to police officers; patches multiple agencies together when necessary; dispatches officers to the scene; operates portable walkie talkie; operates mobile dispatch center; uses appropriate codes and signals when dispatching calls; checks status of officers while they are on calls; dispatches alarms when instructed; monitors emergency channel for officer distress and dispatches assistance if needed.

Enters information on calls in Computer Aided Dispatch (CAD) program; enters data as it is received from police officers on the scene; enters stolen vehicles, articles, wanted/missing persons; prepares messages in correct format and updates critical information in database, including business locations and emergency callout information, knox box locations, alarm information, and important alerts regarding the premises.

Monitors Police Department video security system.

Maintains database of residential security checks for out-of-town residents.

Monitors Doppler radar and advises of severe weather.

Communicates with other dispatchers from local, state and federal agencies in order to send appropriate level of response.

Uses various law enforcement databases to gather information needed by officers; monitors incoming information from law enforcement agencies through NCIC/DCI; ensures accurate

information is entered into database according to rules and regulations; checks for wanted/ missing persons, domestic violence orders, sex offenders, concealed carry permits, stolen property, driver's licenses, vehicle license plates/registrations, and weapons.

Assists in training new telecommunicators; records training progress of new hires.

Operators Dictaphone; researches past phone calls and radio traffic.

Performs related duties as required.

### **Knowledge, Skills, and Abilities**

Work requires general knowledge of the functions and operations of the Communications Center and its related equipment and capabilities.

Employee must have the ability to think clearly and act quickly in emergency situations.

Employee must have the ability to control telephone conversations in order to efficiently obtain accurate information to provide correct, understandable instructions to the emergency responders.

Employee must be able to receive and efficiently carry out instructions from the emergency responders.

Employee must be able to speak clearly and use good diction.

Employee must be able to use specialized law enforcement software to enter data and to retrieve information.

### **Physical Requirements**

Must be able to physically perform the basic life operational support functions of standing, walking, reaching, fingering, talking, hearing, and repetitive motions.

Must be able to perform 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.

Must possess the visual acuity to operate a computer terminal, visually inspect small defects or parts, operation or inspection of machines, and do extensive reading.

**Desirable Education and Experience**

High school diploma or equivalent.

**Additional Information**

This position is classified as safety sensitive per the Town's Personnel Policy.

**Fair Labor Standards Act (FLSA) Status**

Non-Exempt

2025

Police Telecommunicator Career Development Program Chart

<b>Classification</b>	<b>Criteria</b>
<b>Telecommunicator I</b>	<b>Time in Lower Grade</b> - This is an entry level position. Continued employment is contingent upon successful completion of a 6-month probationary period.
	<b>Required Certifications (Must be obtained within the 1 year)</b> <ul style="list-style-type: none"> <li>• Successfully pass DCI-Modules 1, 2 and 3</li> <li>• NC Notary Public Certification</li> <li>• Successfully pass Sheriff's Standards Certification</li> </ul>
<b>Telecommunicator II</b>	<b>Time in Lower Grade</b> - Minimum of 2 years of telecommunicator experience.
	<b>Required Certifications (in addition to Telecommunicator I Requirements)</b> <ul style="list-style-type: none"> <li>• Successfully pass CIT School</li> <li>• Successful Work or higher on most recent performance evaluation</li> <li>• Must not have been the subject of a formal disciplinary action within the preceding twelve months</li> </ul>
<b>Telecommunicator III</b>	<b>Time in Lower Grade</b> – Minimum of four (4) years of telecommunicator experience.
	<b>Required Certifications (in addition to Telecommunicator I &amp; II Requirements)</b> <ul style="list-style-type: none"> <li>• Successfully pass a Communications Hostage/Crisis Negotiation Class</li> <li>• Successfully pass CTO Certification (Communications Officer Training) School</li> <li>• Successful Work or higher on most recent performance evaluation</li> <li>• Must not have been the subject of a formal disciplinary action within the preceding twelve months</li> </ul>

**Senior  
Telecommunicator**

**Time in Lower Grade** – Minimum of five (5) years of telecommunicator experience with the Town.

**Required Certifications (in addition to Telecommunicator I, II and III Requirements)**

- Successfully pass the Senior Telecommunicator Test
- Successful Work or higher on most recent performance evaluation
- Must not have been the subject of a formal disciplinary action with the preceding twelve months