

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org



JOB DESCRIPTION

Telecommunicator II

Reports To: Communications Supervisor
FLSA Status: Non-Exempt
Updated: December 1, 2020

Summary

Responsible for answering 9-1-1 telephone calls, dispatching public safety personnel and equipment, and recording and relaying sensitive information which may involve life and death situations.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Answer 9-1-1 and other incoming phone calls and processes requests for Police, Fire and EMS with accuracy and in accordance with established written directives and practices.
- Promptly and courteously communicates with citizens and member agency personnel while assisting them.
- Accurately perform data entry on requests for service, tracking unit status, and other information provided by field personnel while verifying key details including address, nature, and caller information.
- Efficiently operate a variety of communications center equipment and software, including but not limited to: CAD, telephone system, radio, call check, mapping programs, messaging, and available resources.
- Able to become certified in Emergency Medical Dispatch (EMD) and perform case entry and provide pre-arrival instructions while following agency protocols.
- Obtain other essential certifications including NIMS and L.E.A.D.S.
- Monitor assigned radio channel and dispatch calls to appropriate police and/or fire units (determined by primary certification), via radio, and coordinate additional response as needed.
- Perform routine notifications to outside agencies, including but not limited to: utilities, public works, non-member agencies, businesses, and citizens.
- Successfully complete the certification training program for the position.
- Comply with all orders, policies, procedures, rules and regulations of DU-COMM.
- Follow written and verbal instructions.
- Perform any other duties as assigned by supervisor.
- Police Certification
 - Dispatch Police units to requests for services over radio system, record information, and process additional requests.
 - Achieve and maintain full access certification in L.E.A.D.S, and perform all functions including, inquiries and hot file maintenance.
- Fire Certification
 - Alert and dispatch fire units to requests for service over the radio system by properly activating a variety of alerting systems and process additional requests as needed.
 - Monitor alarm system for significant activities.
 - Perform mutual aid dispatching of fire units.

SUPERVISORY FUNCTIONS

- None

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- A high school diploma or equivalent is required.
- Telecommunicator I certification or equivalent experience.
- Typing speed of 35 words per minute.
- Must be of strong moral and ethical character.
- Must achieve and maintain L.E.A.D.S. certification.
- Must have the ability to work any of the three (3) shifts, weekdays, weekends, and holidays.
- Strong analytical and logical problem solving skills.
- Proficient in the English language including the proper usage, spelling, punctuation, and grammar.
- Strong interpersonal skills including the ability to work one-on-one and in a group environment.

Must be able to successfully pass a thorough background investigation, psychological exam, medical exam, and medical/drug screenings.

PREFERRED QUALIFICATIONS

A strong candidate will also have experience in the following areas:

- Post secondary degree in public safety or related field.
- Police, Fire, and EMS dispatch experience.
- Knowledge of public safety communications systems including, CAD, 911, radio, digital loggers, etc.
- Multi-line telephone equipment.
- Customer service.
- Foreign language skills in Spanish or other desired language.
- Computer/data entry experience.

PHYSICAL/MENTAL REQUIREMENTS

- Must be able to wear a headset.
- Must be able to activate radio and phone systems utilizing keyboards, buttons, switches, and pedals.
- Must be able to travel to various phone companies' central office, take 9-1-1 calls and relay back to DU-COMM if 9-1-1 lines fail, as needed.
- Regularly works in an indoor/office environment and required to sit and/or use repetitive hand motion.
- Frequently required to talk, hear, stand and walk.
- Must occasionally lift and/or move up to 25 pounds.
- Must be able to work in excess of continuous 8 hours when required.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 db at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radios.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.

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