

GENERAL DESCRIPTION OF CLASS

The STATE POLICE TELECOMMUNICATOR 1 monitors and operates a variety of communications equipment to get and give routine and emergency information to the field officer, local and county law enforcement and emergency services, State agencies, and the public within a large geographic area.,

DISTINGUISHING FEATURES

This is the first level of a two-level series. General lack of direct dispatch contact with police officers distinguish it from the higher level. At this level employees have direct contact with the public by telephone in a police dispatch center setting to receive, prioritize, and relay information for police service to a Telecommunicator 2. The Telecommunicator 1 gets a variety of calls and needs to get information to ensure proper response to emergency situations, but is not responsible for calls for police service after routing the call to a Telecommunicator 2.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1. Public Contact

Answers all incoming telephone lines and prioritizes calls. Takes crime and incident information and relays to a Telecommunicator 2. Uses Computer Assisted Dispatch codes, maps, and other resources to route information on calls requiring police response (e.g., motor vehicle accidents, complaints, burglaries, general crimes, disturbances, and general assistance calls).

Responds to inquiries for general information. Answers questions on traffic, criminal, and fish and game laws. Gives general telephone information to the public about recreational activities and travel directions.

Helps with police dispatch by contacting ambulances and fire departments as requested and other police agencies to coordinate mutual response and share information.

Keeps computerized log of all telephone communications requiring officer response and contributes information to the computer log of incident reports and actions taken.

2. Teletype Operation

Accesses and interprets information from the Law Enforcement Data System, the Department of Motor Vehicles, the National Crime Information Center and the National Law Enforcement Teletype System files. Makes entries, modifications, and clearances to these files. Does investigative searches in available files.

RELATIONSHIPS WITH OTHERS

The State Police Telecommunicator 1 has regular telephone contact with agency personnel while receiving and relaying information and answering requests for assistance. There is also regular contact with the public (who are often upset, hysterical, or hostile) to get information needed to send assistance. The

Telecommunicator 1 has regular telephone contact with the public to get information and answer routine questions. There is also daily telephone contact with district attorneys, defense attorneys, wrecker services, ambulance services, fire departments, sheriffs' offices, and local police departments to coordinate information between the emergency and criminal justice systems.

SUPERVISION RECEIVED

The State Police Telecommunicator 1 works under general supervision. Work review is for timely completion of tasks and conformance to State laws, administrative rules, and departmental policies and procedures. The supervisor also periodically reviews computerized logs for clarity and completeness.

Law Enforcement Data System and the National Crime Information Center procedure manuals for operating telecommunications equipment guide employees. State and Federal laws and administration directives and memorandums also guide the employee in being a communication link between the State Police officer in the field and the public.

GENERAL INFORMATION

Positions work in a confined area under steady, moderate noise levels and in close physical proximity to others. Work requires restriction to the work station for extended periods of time and alertness and attention in monitoring communications equipment to assure prompt and accurate response to both emergency telephone calls and routine information requests, frequently arriving simultaneously. Work demands are, at times, intense and require calm, accurate responses.

KNOWLEDGE AND SKILLS (KS)

- General knowledge of spoken and written English.
- General knowledge of office procedures, routines, and work prioritization.
- Basic knowledge of computer operations.
- Basic knowledge of road and street systems and how to use map resources to identify geographic locations.

- Skill prioritizing and responding effectively to multiple and frequently simultaneous demands from telephones and other teletype information.
- Skill communicating orally with the public at times under the pressure of varying circumstances and emergency situations.
- Skill dealing with irate, hostile, or distressed individuals.
- Skill compiling, formatting, and reporting large quantities of information.
- Skill keeping records, archiving reference, and resource and record maintenance.
- Skill using policy or procedure manuals, handbooks, or other types of reference materials and applying the information to specific situations.
- Skill following and relaying written and verbal directions.
- Skill keyboarding to enter and access computer data bases.

SPECIAL QUALIFICATIONS

Applicants must demonstrate normal hearing acuity.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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Revised

STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division