

GENERAL DESCRIPTION OF CLASS

The STATE POLICE TELECOMMUNICATOR 2 monitors and operates a variety of communications equipment to get and give routine and emergency information, to contact and dispatch emergency services or personnel and to coordinate communication between 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 second of a two level series. Regular direct dispatch contact with police officers distinguish it from the lower level. Employees in this class receive information for police dispatch from the Telecommunicator 1, prioritize it, select the appropriate police unit, and dispatch that unit to calls for service. In addition, they receive requests directly from the police units and take necessary action to comply.

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. Radio/Telephone Dispatch

Monitors and operates police radio consoles to dispatch police officers to locations of motor vehicle accidents, complaints, burglaries, general crimes, disturbances, and general assistance calls using radio communications codes, maps, computer-assisted dispatch, and other resources. Anticipates situations where officer safety may be compromised and assigns additional police officers to assist as needed.

Coordinates ambulance and fire department dispatch and contacts other police agencies to coordinate mutual response and share necessary information. Monitors radio dispatch of other agencies (e.g., sheriff, city police) for incidents that may involve or affect State Police or require State Police assistance. Receives crime and incident information from other agencies and relays to appropriate personnel.

Keeps computerized log of all radio communications and contributes information to the computer log of incident reports and actions taken.

2. Teletype and Computer Operation

Responds to requests from police officers, highway personnel, and other emergency services for teletype or telephone inquiries or for other resource information. Makes inquiries 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 nationwide.

Makes entries, modifications, and clearances of all these files. Does investigative searches in available files. Enters dispatch information into the Department's Computer-Assisted Dispatch system. Queries and modifies files necessary to provide accurate information on all calls for service.

RELATIONSHIPS WITH OTHERS

The State Police Telecommunicator 2 has regular telephone and radio contact with State Police officers and other agency personnel to get and relay information and to respond to requests for assistance. There is also occasional 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 2 works under general supervision. Work review is for timely completion of tasks and conformance to State law and administrative rules, and departmental policies and procedures. The supervisor also periodically reviews computer entries 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 emergency service dispatch procedures, routines, and work prioritization.

Basic knowledge of the Law Enforcement Data System and National Crime Information Center procedures.

Basic knowledge of operating procedures for telecommunications equipment such as two-way radio, CRT terminal, computer-assisted dispatch, logging recorder, NAWAS telephone, alarm system monitors, and other monitoring devices.

Skill putting work in priority order and responding effectively to multiple and frequently simultaneous demands from radio reception, telephones, and radio transmissions.

Skill communicating verbally with the public who at times maybe under the pressure of varying circumstances and emergency situations.

Skill using telephone procedures relative to an emergency service dispatch center.

Skill using policy or procedure manuals, handbooks, or other types of reference materials and applying the information to specific situations.

Skill dealing with emergency telephone calls and taking proper action.

Skill dealing with members of the criminal justice system in a professional manner.

Skill following and relaying written and verbal directions.

Skill accurately recording and routing calls for police or emergency service.

Skill keyboarding to enter and access computer data bases.

Skill providing general information on pertinent statutes and rules.

Special Qualifications

Applicants must be able to demonstrate normal hearing acuity.

Positions require incumbents to successfully complete the required courses and receive certification from the State of Oregon as an emergency services telecommunicator.

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.

Adopted 2/91

Revised

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