CITY OF RICHARDSON

JOB TITLE: **APPRENTICE PUBLIC SAFETY TELECOMMUNICATOR**
DEPARTMENT: Police APPROVED:_____
CLASS.CODE: 01031
CIVIL SERVICE: NON-CIVIL SERVICE: X _____
COMPETITIVE: X NON-COMPETITIVE: EFFECTIVE:__7/23/13___
EXEMPT: NON-EXEMPT: X
FULL TIME: X PART TIME:
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JOB SUMMARY:
This is a trainee position. Under direct supervision, receive requests for police, fire, and emergency medical services; dispatch public safety units or other support services. Operate various telecommunications equipment. Prepare reports; maintain files. Work any assigned shift, holidays weekends, and additional hours as needed for staffing and/or training purposes. Perform other related duties as required.
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ESSENTIAL JOB FUNCTIONS:
- Answer multi-line telephones including E-9-1-1 lines.
- Communicate effectively, courteously, and clearly in English, verbally and in writing (includes speaking distinctly, responding promptly, hearing within normal range), to protect the safety of the public and responders.
- Communicate with hearing/speech impaired citizens by operating specialized teletype devices.
- Simultaneously listen to and comprehend telephone, radio, and interoffice communications while processing calls for service.
- Perform multiple tasks at one time, e.g., talking on telephone and directly inputting data into computer.
- Upon certification, provide pre-arrival emergency medical instructions, following departmental elected protocol.
- Correctly process and record requests for police, fire, and medical services, utilizing direct entry into a computer-aided dispatch system or by following manual call processing procedures.
- Operate multi-channel public safety radio system.
- Comprehend and apply state laws, city ordinances, city and departmental policies and procedures.
- Read and accurately interpret electronic maps to locate, track, provide information to responders, and/or deploy units.
- Document all activity, location, and status in the computer-aided dispatch system for public safety personnel, quickly and correctly disseminating any additional information.
- Operate computer terminals to access information requested by public safety responders, the public, or other City personnel, e.g., records management, TCIC/NCIC, jail management, RPD Intranet, etc.
- Simultaneously input, retrieve, and maintain information, reading from both computer screens and printouts, utilizing more than one keyboard.
- Assign appropriate public safety personnel for routine and emergency calls for service, and deploy support services as well.
- Concentrate on assigned tasks through many distractions.
- Work in a confined area for 8+ hours and remain seated for long periods of time entering data into various computer systems.
- Operate in low-light conditions, discerning distinct colors used by a computer-aided dispatch system, E9-1-1 telephone equipment, or other visual resources.
- Operate safely a wide range of equipment, e.g., door monitors and locks, printers, voice recorders, intercoms, alarm panels, weather monitoring devices, television monitors, copiers, document shredders, etc.
- Maintain high level of confidentiality.
- Prepare offense/incident reports and maintain various files.
- Attend/testify in all criminal and civil courts when summoned.
- Attend training schools/seminars and other city-related events which may require travel (occasionally overnight).
- Read and interpret graphic material in print and computer format.
- Read written materials prepared in handwritten and multi-font print formats.
- Must not pose a threat to the health/safety of self or others.

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- Remain aware of the security of the Public Safety Complex and immediately report any suspicious persons/activities to a supervisor.

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OTHER JOB FUNCTIONS:

- Carry, drag, lift, and/or pull/push up to 30 pounds of supplies (computer paper, toner cartridges, product cartons, etc.)
- Stoop, squat, kneel, climb and/or stretch to reach areas of the work site for routine cleaning and inspection

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REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:
High school diploma or G.E.D. certificate required. College degree (Bachelor or Associate) preferred. CPR certification and Emergency Medical Dispatch certification (through National Academies of Emergency Dispatch) required, or must obtain both within one year of hire. Texas Drivers License, Class C, required.

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EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS:
Must be able to type 35 words per minute. **Must have at least 2 years of recent work history in a customer service environment, or a Bachelor or Associate degree, or one year of recent training with an accredited learning institution in computer operations and data entry. Multi-line telephone experience and direct computer entry, is preferred.** Basic knowledge of computer operations required, stressing accuracy and speed. Must have abilities to: independently, make and carry out effective decisions; competently perform under stress when confronted with emergency and critical situations; perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure. Must be able to work effectively without constant direct supervision. Must be available to work any shift, holidays, weekends, or additional hours as needed for staffing purposes.