

POLICE TELECOMMUNICATOR

Employees assigned to this class function as police dispatchers on the university campuses.

Employees receive emergency messages from students, faculty, campus police and/or other law enforcement officers reporting a variety of situations such as criminal acts, traffic accidents or illnesses. Employees relay information to campus police officers, other law enforcement units and/or appropriate medical units identifying the problem and directing them to the appropriate destination. Employees are responsible for operating a telecommunications console, two-way radios and the Police Information Network system. Employees may occasionally serve as receptionist and perform various other clerical duties. Other related duties may be assigned as necessary.

I. DIFFICULTY OF WORK:

Complexity - Work requirements relate to the ability to receive and deliver messages on a multi-channel console, a two-way radio anti the Police Information Network system; the ability to determine which law enforcement and medical agencies to contact based on content of messages received; and the ability to deliver information in a complete but concise manner. Work requires the employees to know exactly how to direct police, medical and/or fire officials to all locations on campus.

Guidelines - Employees perform work as required by the Federal Communications Commission rules and regulations pertaining to the transmission of messages by radio and the Police Information Network. Employees follow campus procedures on referring emergency calls and directing visitors.

II. RESPONSIBILITY:

Accountability - Employees represent the University and the Public Safety Unit through their handling of telephone calls and walk-in citizens.

Consequence of Action - Failure to relay information correctly and promptly could result in increased personal danger, a suspect escaping or the police or medical unit not providing the needed services in a timely manner.

Review -Most work is reviewed on a continuous basis through observation, employee being dispatched to the appropriate location and a lack of complaints from the officers and citizens. Complex problems and new procedures are discussed with uniformed personnel.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - A variety of factual and precise information about personal injuries, criminal activity and traffic accidents is relayed to the campus and local law enforcement officers. Information is often given to citizens who call in or walk in with specific questions.

Purpose - Employees receive information from persons calling the police unit and relay the information to the campus police, city police, or emergency units, as necessary. Employees receive calls from the officers and dispatch police and/or medical assistance to the officers site.

IV. WORK ENVIRONMENT:

Working Conditions - On occasion, the combination of calls coming in, messages on the PIN system and requests from walk-in traffic may cause a stressful situation.

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Hazardous Conditions - Employees work in an office setting with very little potential for harm.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Ability to speak concisely and distinctly. Ability to efficiently receive and transmit messages while working under pressure. Ability to use a typewriter. Ability to make quick decisions while working under pressure.

Minimum Education and Experience - Graduation from high school and sufficient experience to demonstrate an ability to work efficiently under pressure situations; or an equivalent combination of education and experience.