

## TELECOMMUNICATIONS OPERATOR

### General Statement of Duties

Under general supervision accepts and transmits communications of Police, Fire, and Public Works emergency and non-emergency calls, operates radio and recording systems for Police, Fire, Ambulance, and Public Works Departments in support of Police functions in the protection of life and property, prevention of crime, preservation of the public peace, maintenance of social order, enforcement of laws and investigation of crime; does related work as required.

### Tasks and Functions

- Receives calls by telephone for emergency and non-emergency Police, Fire, and Public Works assistance
- Dispatches appropriate Police, Fire, and Public Works units
- Relays communications to appropriate agency when necessary
- Conducts data entry and audit functions
- Creates records
- Monitors emergency alarm boards and responds appropriately to alarms received
- Provides for records of voice and data communications
- Co-ordinates emergency services with outside agencies and jurisdictions
- Performs tests on equipment
- Acts as Police Matron as necessary
- Files records
- May be required to assist other employees during their training

### Scheduling

This position involves regular and irregular shift work necessary to provide communications services 24 hours/day, 7 days/week, 52 weeks/year (weekends and holidays included). Work shifts are usually twelve (12) hours in duration, but may be extended in the event of emergency, disaster, manpower shortage, workload, and work in progress.

### Equipment

The position requires the ability to operate the following equipment:

- Telephones, computer terminals, voice recording systems, alarm systems, radio communications systems, video systems, etc.
- Writing implements and basic drawing templates, including the ability to write legible documents and produce simple diagrams

### Worker Characteristics

**Ability needed to:**

- Observe analytically and objectively, analyze situations quickly, determine and take prompt, effective action.
- Understand, interpret and apply applicable Federal and State Statutes, local ordinances, court decisions and Police Department and City rules and policies.
- Understand and respond quickly and accurately to written and oral directions, instructions, inquiries and requests.
- Work independently and effectively within the confines of standard operating procedures.
- Initiate appropriate interpersonal, intra- and inter-agency communications
- Act quickly, calmly and decisively in emergencies and under stress
- Handle situations firmly, courteously, tactfully and impartially
- Express oneself clearly and concisely, orally and in writing
- Record information clearly and completely
- Facilitate effective conflict arbitration/resolution
- Maintain confidentiality in the performance of duties
- Assimilate, retain and effectively use geographic knowledge concerning the City and the surrounding vicinity

**Emotional and psychological stability needed to:**

- Accept constructive criticism in a mature fashion
- Effectively communicate and interact positively with fellow employees and citizens
- Tolerate stress
- Function effectively under stress
- Deal effectively with the morbid, the macabre, the repugnant, the abnormal, the morose, the psychotic, the neurotic and the otherwise unpleasant or unusual facets or results of human behavior.

**Acceptable Experience and Training**

Completion of a standard high school course (or equivalent GED), Experience in law enforcement preferred but not necessary. Minimum age is 18 years of age.

**Benefits**

- Starting salary - \$41,401.24, advancing to \$55,331.22
- Medical and dental insurance
- Employee life insurance
- 13 paid holidays
- 2 weeks paid vacation after 1 year of service
- State-of-the-art communication center to be opened February 2010

Applications available at the Village of Bolingbrook– Finance Dept., 375 W. Briarcliff Road, Bolingbrook, IL 60440, or on-line at [www.bolingbrook.com](http://www.bolingbrook.com) under Village forms, Finance Dept. Applications are due back to the Finance Dept. by January 30<sup>th</sup>, 2010 by 12:30 PM. Testing to occur the week of February 16, 2010.