



**CLASS TITLE | PUBLIC SAFETY
TELECOMMUNICATOR LVL I**
PAY GRADE: EC-01| www.cityoftulsa.org/pay

Class Code: 5504

Effective Date : 03/01/2023

****THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW****

PURPOSE OF THE CLASSIFICATION: Under immediate supervision is responsible for the initial reception and routing of emergency and non-emergency requests for public safety service according to pre-determined procedures, including dispatching public safety personnel and equipment according to established procedures; and performs other related assigned duties.

ESSENTIAL TASKS:

- Receives and responds to emergency and non-emergency requests for assistance and information calmly and professionally, using advanced technology and training to ensure the accuracy of information given to customers and provided to first responders
- Gathers vital information correctly from callers, sharing that information with first responders, and providing customer support to all involved internal and external customer groups
- Operates multi-line telephone console system and teletype (TTY) systems, including Telecommunication Device for the Deaf (TDD) systems
- Ascertain and assigns the priority level of calls and enters data into a computer-aided dispatching system
- Operates radio consoles and computer equipment and effectively uses a multi-monitor workspace
- Utilizes training to efficiently dispatch and to coordinate the responses of various public safety personnel and agencies to respond to calls
- Enters provided information into local, state, and national computer databases and modifies, as necessary, to ensure the accuracy of information provided
- Identifies the appropriate amount and type of equipment required to respond to calls and dispatched appropriately
- Provides guidance and assistance to co-workers, under the supervision of the Training Coordinator, and ensures completion of additional functional training, as required
- Must be available for any shift within a 24-hour period
- Must be able to work mandatory overtime as determined by management
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Graduation from high school or possession of a General Education Development certificate; **and,**
(b) One (1) year experience relevant to the essential tasks listed in the job description; **or,**
(c) One (1) year experience in general office, customer service, public safety, or call center including data entry and public contact; **and,**
(d) *Must be able to pass a background screening, skills test, and take a personality characteristic profile;* **or,**
2. (a) Completion of thirty (30) hours from an accredited college or university; **and,**
(b) *Must be able to pass a background screening, skills test, and take a personality characteristic profile.*



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PAY INCREASE OPPORTUNITY

This position is part of a progression family and is eligible for increases within the progression. More information can be found [here](#).

Knowledge, Abilities and Skills:

Knowledge of:

- Knowledge of basic data entry and computer programs

Ability to:

- Ability to multitask
- Ability to respond quickly in emergency situations
- Ability to remain calm in stressful emergency situations
- Ability to communicate quickly and effectively
- Ability to organize information quickly
- Ability to accurately recall and disseminate information
- Ability to speak clearly via telephone and radio in a distracting environment
- Ability to work shift work, mandatory overtime, and emergency callbacks
- Ability to work closely with people and to remain courteous
- Ability to tactfully communicate with coworkers, supervisors, members of the organization, and external customers
- Ability to give and receive information in a positive manner
- Ability to type, write, and speak clearly and correctly
- Ability to follow instructions
- Ability to work both independently and as a team without direct supervision
- Ability to learn various communications equipment and backup systems
- Ability to learn local, state, and federal regulations applicable to radio communications
- Ability to learn and apply established operating procedures governing the 911 communications systems

Skill in:

- Skill in organizing information quickly and efficiently
- Skill in communicating clearly and concisely

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may require sitting for extended periods of time; subject to standing, talking, bending, reaching, lifting, walking, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks. Working environment may be loud, including other workers talking and computer noises, such as bells, tones, and radio noises.

Licenses and Certificates:

1. Completion of the Basic 911 Training Academy within six (6) months; and,
2. Completion of training for Missing and Exploited Children for Public Safety Answering Points or equivalent, as approved by management, while attending the Basic 911 Training Academy; **and**,
3. Completion of National Incident Management System (NIMS) IS-100: Introduction to the Incident Command System or equivalent, as approved by management, within 1-year of date of hire and prior to requesting progression to a Public Safety Telecommunicator Lvl II; **and**



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4. Completion of NIMS IS-906: Workplace Security Training or equivalent, as approved by management, within 1-year of date of hire and prior to requesting progression to a Public Safety Telecommunicator Lvl II

WORKING ENVIRONMENT: The working environment is primarily indoors in an office setting. ***Overtime is mandatory as determined by management.***

EEO Code: N-06

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance