

**COLUMBIA CITY**  
**POSITION DESCRIPTION**

An Equal Opportunity Employer

**POSITION TITLE:** Telecommunicator  
**CLASS TITLE:**

**DEPARTMENT:** Telecommunications  
**REPORTS TO:** Communications Supervisor

**EMPLOYMENT STATUS:** Full-Time

**F.L.S.A.:** Non-exempt

**JOB RESPONSIBILITIES:**

Under the direct supervision of the Communications Supervisor, operates communications equipment, telephones, radios, and computers. Receives and dispatches assignments to public safety and utilities personnel. Enters and maintains various reports and records into computer systems.

**ESSENTIAL FUNCTIONS:**

Operates radio equipment to receive and dispatch assignments to police, fire and other emergency personnel; assists customers at the window; answers business and emergency telephones, taking information from callers requesting assistance; dispatch information to City, County and State Police cars, stations, fire department, emergency medical service, and utility emergency requests to utility companies; handles after hour utility reconnects and calls out appropriate personnel; monitors local and state radio frequencies relaying pertinent information to appropriate personnel; receives and dispatches messages via state and federal computer communication networks.

Monitors utility's multi-alarm computer system and dispatches appropriate personnel; handles FOP Hall rentals; monitors internal and external security cameras; performs office duties such as answering phones, filing, typing, and entering information into the records management system (CAD).

Receives and logs payments for VIN and golf cart inspections, and after-hours utility payments.

Performs duties as an Indiana Data and Communications System (IDACS) Operator; enters information into computers.

Must obtain and maintain certifications required for the position, including but not limited to IDACS and Powerphone.

Must be available to work any shift and extended shifts as directed; demonstrates regular and predictable attendance.

Date Adopted: 10/10/95

Date Revised: 09/16/2018

Date Revised: 1/21/2021

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**OTHER DUTIES AND RESPONSIBILITIES:**

Collects and disseminates adverse weather information to and from emergency personnel, National Weather Service, news media, and the public; operates voice and early warning systems.

Performs other related duties as required.

**POSITIONS SUPERVISED:**

None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:** electronics; public safety communications equipment; geographic layout of jurisdiction; IDACS and NCIC operation; personnel policies and procedures; spelling; English grammar.

**Skill in:** call taking; computer operation; IDACS operation; telecommunications operation; radio dispatch; typing.

**Ability to:** operate efficiently in a stressful environment; interpret a variety of instructions; deal with problems involving several variables in familiar context; exercise independent judgment; understand, interpret, and apply laws, rules, or regulations to public safety communications; use higher mathematics; prepare accurate documentation; compile and prepare reports; prepare instructions and specifications; communicate effectively; understand technical manuals and verbal instructions; maintain records according to established procedures; develop and maintain effective working relationships; hear; and sit for long periods of time.

**EQUIPMENT OPERATED:**

Dispatch radios, telephones, computers, transmitters, digital recording devices, voice and early warning systems, alarm systems, records management system (CAD).

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**WORKING CONDITIONS:**

Works in an office environment sometimes under stressful conditions; sits for long periods of time; has frequent contact with public.

**QUALIFICATIONS:**

Any combination of education, training, and experience, which provides the necessary knowledge, skills, and abilities to perform the work of this position, minimum of a high school diploma or equivalent. An example of a qualified candidate is experience with computers and ability to communicate through speaking.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

IDACS Certification.

PowerPhone Law, Fire, and EMD certification.

National Incident Management System (NIMS) Certifications 100, 200, 700, and 800.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent's supervisor, department head or designee.

My signature below signifies that I have reviewed and understand the contents of my position description. I am aware of the requirements of my position and will perform to the best of my ability, the job requirements specified in this position description.

\_\_\_\_\_  
Approval of Department Head

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

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