

# Town of Lakeview

## Dispatcher / Telecommunicator Job Description

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### JOB PURPOSE

Provide effective and efficient emergency and non-emergency public safety and operational communications services for the Town of Lakeview.

The position is FLSA non-exempt and the position is "At-Will."

Assignment of hours are at management's discretion.

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### PRINCIPAL ACCOUNTABILITIES / PRIMARY FUNCTIONS

Contribute to the organizations success through demonstrating while successfully achieving or exceeding performance goals and objectives for the following major job functions:

1. Receives information and dispatches police, fire, medical and operations personnel responding to emergency incidents.
2. Receives information and dispatches police, fire, medical and operations personnel responding to non-emergency incidents.
3. Monitors radio talk groups and answers phones, providing information to employees and public.
4. Monitors and operates computer system regarding fire alarms, access/security/duress alarms, security surveillance cameras, and law enforcement data retrieval and data input.

### ESSENTIAL FUNCTION REQUIREMENTS

Demonstrated skills: Excellent verbal and written communication skills. Sound problem solving and reasoning skills. Work effectively as a member of a team. Strong interpersonal and customer service skills. Minimum typing speed of 35 words per minute.

Ability to: Multi-task, listen and paraphrase effectively. Prioritize workload. Maintain accuracy and attention to detail in a fast-paced work environment involving life-safety.

Work overtime, holidays, weekends, and flexible shifts outside of usual schedule. Comply with Criminal Justice Information System (CJIS) requirements.

Working knowledge of: Equipment and software typical in an office setting (e.g. computers, multiline phone system, fax machine, email, word processing, spreadsheets, databases).

Certification: Ability to obtain and maintain DPSST basic certification for Telecommunicator and LEDS/CJIS certifications.

## **QUALIFICATIONS**

Essential and Required Qualifications:

Education: High school diploma or equivalent is required.

License and/or Certification: Employee is required to obtain and maintain Oregon Department of Public Safety Standards and Training Certification as Telecommunications and Emergency Medical Dispatcher and obtain LEDS certification. Failure to obtain and maintain certification is grounds for separation of employment.

Position is subject to background investigation and drug screen as a safety sensitive position.

Preferred Qualifications: Professional work experience operating computer terminals and complex telephone and radio systems; or the equivalent combination of education and/or relevant experience. Experience working in a 9-1-1 emergency communications center is preferred.

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## **WORKING CONDITIONS**

Work performed primarily in an office environment at Town facilities. Shift work including graveyard hours. Required to work any shift or work hours when necessary. Additional duties as related to position as assigned.

## **KNOWLEDGE SKILLS AND ABILITIES**

Employee must have ability to:

React quickly, efficiently and calmly in emergencies situations and implement effective course of action.

Read and understand emergency and stressful communications

Cope with stressful emergency situations firmly, tactfully, and respect for others

Communicate clearly, verbally while multitasking

The employee primarily works under high stress conditions and must be able to maintain composure when dealing with public and department personnel.

Employee must maintain acceptable levels of health and fitness to perform the required duties including graveyard work.

### **DECISION MAKING, SUPERVISION AND COMPLEXITY**

Works within established guidelines and under general managerial direction but may frequently need to make independent decisions when expedient and work without direct supervision. Employee's conduct is subject to Town policies and also DDSPT, State and Federal laws.