



**POLICE DEPARTMENT  
JOB DESCRIPTION**

**TELECOMMUNICATOR**

**EXEMPT:** No

**UNION:** No

**GENERAL STATEMENT OF JOB:**

Performs a variety of routine clerical, administrative and technical tasks in receiving and dispatching routine and emergency information; keeping official records; follows standard operating policies and procedures of the communications center and the police department.

**EXAMPLES OF WORK PERFORMED:**

**Section 1. Specific Activities**

- 1.1 Answers all police department telephone calls on multi-line telephone system, E-911 lines, and UW-P Police lines, ascertains nature of call, gathers all necessary information to transmit or relay, determines urgency of calls, and coordinates response by appropriate public safety service, other city department, or outside agency.
- 1.2 Answers all radio calls directed to the communications center on various radio frequencies (Police, Sheriff, Fire, EMS, and other city departments), ascertains nature of call, gathers all necessary information to transmit or relay, determines urgency of calls, and coordinates response by appropriate public safety service, other city department, or outside agency.
- 1.3 Greets all customers (when business office closed) who walk into the police department, ascertains nature of business, gathers all necessary information to transmit or relay, determines urgency of calls, and coordinates response by appropriate public safety service, other city department, or outside agency or provides such other services as requested.
- 1.4 Provides information to officers in the field by various methods of communication (radio, in person, electronic mail, by phone, or electronic messaging) as needed.
- 1.5 Performs routine clerical and administrative work in receiving the public, providing customer assistance, cashiering, and data processing.
- 1.6 Serves as cashier issuing receipts for warrants or bail bonds.

- 1.7 Maintains all written records including but not limited to the radio log, telephone log, call logs, Records Management System database, towing callout list, and parking permission list.
- 1.8 Maintains regular contact with all on-duty city and UW-P police personnel as well as responding personnel from other city services.
- 1.9 Maintains the communications center work area in clean, professional, presentable condition.
- 1.10 Enters data on standard office and department forms, both manual and automated; makes simple postings to various reports, compiles and tabulates data.
- 1.11 Enters data in Records Management System and generates a variety of law enforcement management system reports.
- 1.12 Operates TIME, D.O.T., CIB and NCIC criminal data information systems.
- 1.13 Operates E-911 computer, CJIS (Criminal Justice Information Services), and telephone system.
- 1.14 Receives found property from citizens and completes inventory forms.
- 1.15 Notarize documents for department members, city employees, and the public on request.
- 1.16 Monitor all internal security cameras for prisoner safety, officer safety, unauthorized persons on premises, proper conduct by persons on premises and building security.
- 1.17 Assists in training of new police department employees.

## Section 2. Peripheral Activities

2. Performs other duties as requested or as needed.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Logical or scientific thinking to solve problems using several abstract and concrete variables simultaneously.

Arithmetic calculations involving fractions, decimals, and percentages. Working knowledge of computers and electronic data processing; working knowledge of modern office practices; some knowledge of accounting principles and practices.

Skill in operation of listed tools and equipment with ability to adapt to advancing and changing technology and processes.

Ability to compose original correspondence, follow technical manuals, and have contact with people. Ability to communicate effectively, in English, both verbally and/or in writing, with customers and the general public when they request information, pay fines, report crimes, issue complaints; Federal/State governmental or regulatory agencies to exchange information, request assistance. Ability to perform cashier duties accurately; ability to cope with stressful situations; ability to relay information accurately from citizen to public safety responder and others.

#### **TOOLS AND EQUIPMENT USED:**

Communications/Radio console, TDD (Telecommunication Device for the Deaf), E-911 equipment, desktop computer including communications software, word processing spreadsheet and database software, copy machine, fax machine, cash register, printers, and Time System.

#### **CONFIDENTIAL DATA:**

This employee may be exposed to all police records. Confidential data includes all police records. A few examples of these records are as follows: criminal records; requests for services, traffic information; juvenile records, domestic abuse complaints, child abuse complaints, employee personnel files and all written and computerized records. [There are legal and internal controls on the release of information from the Police Department.]

#### **ESSENTIAL PHYSICAL JOB REQUIREMENTS:**

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing abilities required by this job include the ability to understand voice or radio communications at conversational levels with occasional background noise.

#### **ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:**

The following elements serve to identify the required acceptable experience and qualifications:

1. Minimum education: High School Degree, or GED equivalent, with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and
2. Quality customer service experience
3. Excellent communication and multi-tasking skills
4. Basic knowledge of computers and report-writing
5. No felony or job related criminal convictions.

**STATEMENT OF WORKING CONDITIONS:**

The City of Platteville is a drug-free workplace.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to noise from radio communications and alarms; constant work stress; potential physical threats from individuals; intoxicated individuals; verbal contact with mentally ill subjects.

**POSITION ACCOUNTABILITY:**

REPORTS TO: Officer in Charge, Office Manager and Command Officer.

SUPERVISION EXERCISED: None

**SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**CITY OF PLATTEVILLE VALUES**

Having a Positive Impact on Our Community • Treating our Customers with Care • Working Cooperatively Together • Doing Quality Work • Demonstrating Integrity on the Job • Showing Flexibility and a “Can Do Spirit” • Acting as Good Stewards of the City’s Resources • Ensuring Our Safety and the Safety of Others

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