

PUBLIC SAFETY TELECOMMUNICATOR**\$31,395/ Annually**

Definition: Under general supervision, answers emergency 9-1-1 and non-emergency telephone calls, determines nature and urgency of call and dispatches appropriate personnel and equipment.

Essential Functions: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

Tasks:

Answers emergency and non-emergency phone lines, determines the nature and urgency of the call, refers to appropriate agency or dispatches appropriate police, fire, and medical personnel and equipment; records time and nature of call as well as time and nature of response; directs concerns or calls for service to proper channels, including other law enforcement agencies to confirm or locate stolen vehicles, missing persons, and wanted persons; performs registration and driver's license checks.

Takes messages for Sheriff's deputies and transfers calls to the detention facility; performs monthly warrant updates and validations; responds to public requests for general information; maintains logs and records; answers TDD calls and tests daily.

Enters and validates data on warrants and stolen items; operates ACJIS to enter and retrieve law enforcement information; monitors and operates two-way radio to provide information and monitor status of Deputy Sheriffs; knows location of all patrol officers on duty; assists in writing operating procedures, instructions, and memos.

Knowledge, Skills, and Other Characteristics:

- Knowledge of emergency dispatch practices and procedures.
- Knowledge of the road, location, and addresses of buildings and landmarks in Santa Cruz County.
- Knowledge of the County organization and services.
- Skill in communicating, using telephone and two-way radio equipment.
- Skill in evaluating emergency calls and determining appropriate level of response needed.
- Skill in remaining calm and functioning appropriately during emergency situations and communicating with persons in varying degrees of hysteria.
- Skill in establishing and maintaining effective working relationships with emergency personnel, other County personnel, outside law enforcement agencies, and the general public.
- Skill in working in a multi-tasking environment, subject to quick-changing priorities.
- Skill in speaking clearly and in listening.
- Skill in negotiating.

Qualifications: Experience equivalent to one (1) year office support work including computer literacy. Successful completion of a criminal history check, background check, and polygraph examination.