



**Lake Zurich Police Department**

**General Order**

Effective Date November 11, 2000	Revised Date July 22, 2005	Number 200.542
Subject <b>Telecommunicator – Job Description, Required Tasks</b>		Action
Reference CALEA 21.1.1(a)(b)(c) 33.07.01(c)		Related General Orders
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Approved:		
William H. Urry – Chief of Police	John W. Filantres – Deputy Chief Operations	Patrick M. Finlon – Deputy Chief, Support

**Policy:** The Lake Zurich Police Department provides personnel performing the duties of Police/Fire Telecommunicator, the duties/tasks to be performed, the skills, knowledge and abilities required to successfully perform the expected duties/tasks, supervision authority and reporting requirements, probationary period, and evaluation cycles.

**I. Generally**

- A. The Communications Director position is a Lake Zurich Police Department position assigned to the Field Operations Division. The Communications Supervisor will report directly to the Communications Director. Telecommunicators will report directly to the Communications Director and/or Communications Supervisor.
- B. Telecommunicators will be required to receive telephone, radio and walk up requests for Police, Fire and Ambulance services; prioritize requests, transfers data into proper radio message format and dispatches proper Police, Fire and Ambulance personnel and equipment; provides Emergency Medical Dispatch instructions; prepares and maintains records and resource data within the Communications Center; inputs information regarding Police/Fire requests for service into a Computer Aided Dispatch software program; and processes confidential information. Must be able to multi-task efficiently under pressure.
- C. All Lake Zurich Police Department employees are required to work in concert with other employees in order to efficiently deliver police services to the Community.
- D. Classification: Non-sworn, contractual
- E. Education: At least a High School Diploma or equivalent
- F. Experience: Preferred, but not required
- G. Age: Must be at least 18 years of age
- H. Salary: Hourly with overtime after 8 hours of continuous duty. Paid lunch
- I. Appointment Authority: Appointed by the Chief of Police. At-will position
- J. Probationary Period: Twelve months. Permanent appointment based upon satisfactory evaluation and recommendation by the Communications Director.
- K. Supervision Responsibility: None. Personnel assigned as Communication Training Officers may be required to evaluate and train newly hired Communications Center employees.
- L. Hours of Employment: Must be able to work all shifts; 2300-0700 hours, 0700-1500 hours, 1500-2300 hours or a power shift with varying hours . Some mandatory overtime is required. Must report to work promptly.
- M. Evaluation Cycle: Every two months during probationary period. Every 6 months after the completion of the probationary period.

**II. Duties and Responsibilities**

- A. The Telecommunicator's duties and responsibilities include, but are not limited to the following:
1. Report for duty at the scheduled time and perform the activities of the Communications Section under the direction of the Communications Director and/or Communications Supervisor.
  2. Maintain the security and confidentiality of all records and documents filed in the Communications Section.
  3. Answers incoming calls (radio, telephone or in person), ascertains the nature of the situation and its location and dispatches all necessary personnel and equipment.
  4. Monitors radio activities and provides supplemental information, personnel and equipment.
  5. Uses the Department's General Orders for procedures to send and receive radio, telephone and computer messages and provide Emergency Medical Dispatch instructions.
  6. Maintains records of communications, resources and referral data, location of personnel and equipment.
  7. Operates a personal computer to enter, receive and manipulate associated data.
  8. Keeps abreast of Village/County ordinances: State statutes and other related information.
  9. Monitors booking/detention facility when prisoners are present visually and audibly through a viewing window and/or through the cell doors.
  10. Deals with public inquiries in a courteous, knowledgeable and confidential manner.
  11. Respond to recall of duty at any time.
  12. Performs related work as required by Communications Director and/or Communications Supervisor.

**III. Qualifications**

- A. Must speak/write/read grammatically correct English. Must possess good communications skills.
- B. Must be able to read information displayed on a computer monitor (cathode ray tube or liquid crystal display).
- C. Must be able to read written correspondence typed in 6-point font.
- D. Must possess the ability to use an IBM compatible personal computer using a Windows NT or Windows XP/Novell network operating system and various police records, word processing, spreadsheet, and database software applications.
- E. Must be able to accurately type 40 words per minute with 98% accuracy.
- F. Must speak clearly and distinctly.
- G. Must possess hearing capability of 0-25 decibels.
- H. Must be able to wear and utilize a headset while on duty.
- H. Must exercise good professional judgment.
- I. Must be self-motivated and require little direct supervision.
- J. Must be able to maintain good working relationships with other Department employees.
- K. Must be able to interact courteously and professionally with the public.
- L. Ability to operate a variety of office equipment, to include: facsimile machine, copier, etc.
- M. Ability to use a telephone and operate a voice mail system.

- N. Must be able to distinguish between primary colors and varying intensities of CRT display type.
- O. Must possess the ability to multitask.

**IV. Work Environment**

- A. Position requires the ability to remain seated at a work station/desk for extended periods of time.
- B. Work area illuminated by a combination of artificial and natural lighting. Artificial lighting is primarily white fluorescent lights.
- C. Work environment is heated and cooled to a comfortable level.

**V. Physical Demands**

- A. Tasks performed often: Sitting for extended periods of time; hand/digit dexterity to operate a keyboard, touch-screen PCs, calculator, and telephone; Ambulatory to serve the public at a service counter/window; Ability to perform prisoner checks through a viewing window and/or cell doors; listening/speaking on telephone with reasonable accommodation; viewing a cathode ray tube or liquid crystal display for extended periods of time.
- B. Tasks performed occasionally: Crouching/bending.
- C. Seldom performed tasks: Lifting office supplies or files to waist level weighing up to 25 lbs.