



UNIVERSITY OF NORTH CAROLINA WILMINGTON

Public Safety Telecommunicator
Competency Profile

DESCRIPTION OF WORK:

Positions assigned to this banded class perform technical communications work in support of public safety operations. Work involves receiving emergent and non-emergent calls, monitoring alarms, obtaining and relaying information, prioritizing calls/alarms and coordinating response procedures, dispatching appropriate public safety personnel, and maintaining public safety communications logs and databases. Employees are responsible for operating a host of complex telecommunications and computer equipment, including multi-line phone systems, multi-channel police consoles, two-way radios, scanners, and Division of Criminal Information terminals. Work requires knowledge of applicable Federal Communications Commission rules and regulations, an understanding of public safety operations, and skill in the operation of telecommunications technology. Requires ability to multi-task and to remain calm and composed in high-stress situations. Maintains confidentiality and discretion in the course of conducting business; works individually and/or with others; and adapts to change and circumstances. May require shift, weekend, holiday and/or overtime work.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
Entry-level technical and clerical work. Works under close supervision, learning the rules, regulations, and procedures applicable to area of work. Developing skills in communicating calmly and efficiently with callers.	Technical and clerical work. Works independently while reporting to supervisor on a regular basis, demonstrating full knowledge of rules, regulations, and procedures applicable to area of work. Demonstrates skill in communicating with callers and sound judgment in making dispatch decisions.	Performs technical communications work in an environment characterized by a higher frequency of critical, high-stress calls; a broader range of dispatch authority (e.g., law enforcement, ambulance, fire, and wrecker); a larger jurisdiction; and/or a high call volume that results in the need to <u>frequently</u> make difficult prioritizing decisions. May serve as a lead telecommunicator.

Competencies	Definition
Technical Knowledge	Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; and knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Keeps abreast of and adapts to changes in the telecommunications field.
Data/Information/ Records Administration	Ability to compile, assimilate and organize both printed and electronic information. Ability to enter, locate/retrieve, manipulate and/or analyze data.
Communication	Ability to listen and understand messages from others. Ability to clearly convey information to others to ensure they understand the message. Ability to speak concisely and distinctly and to efficiently receive and transmit messages while working under pressure.
Office/Telecommunications Technology	Ability to utilize equipment and relevant technology (software and systems) to meet organizational needs.
Decision-Making	Ability to make quick, sound decisions while working under pressure.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply.

Competency	Contributing	Journey	Advanced
<p>Technical Knowledge - Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; and knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Keeps abreast of and adapts to changes in the telecommunications field.</p>	<p>Learns Federal Communications Commission (FCC) rules and regulations pertaining to radio transmissions. Learns departmental policies and procedures related to the answering, response, and dispatch of calls; works under close supervision. Learns to operate required telecommunications and information technology. Learns the general operations and procedures of applicable state and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Learns the relevant infrastructure of the jurisdiction (e.g., roads, buildings, location of emergency response units). Obtains Basic Telecommunicator certification and DCI certification. Adapts to changes in telecommunications procedures and systems adopted by the department.</p>	<p>Understands and follows FCC rules and regulations applicable to work. Applies considerable knowledge of departmental policies and procedures related to the answering, response, and dispatch of calls; works independently while reporting to supervisor on a regular basis. Demonstrates proficiency in using telecommunications and information technology. Displays organizational awareness and an understanding of the general operations and procedures of applicable state, and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Displays sufficient knowledge of the infrastructure to dispatch and direct efficiently within the jurisdiction. Completes required in-service training and maintains certifications. May obtain Intermediate Telecommunicator certification. Keeps abreast of developments in telecommunications practices.</p>	<p>Applies knowledge of FCC rules and regulations in unique situations. Applies considerable knowledge of departmental policies and procedures related to the answering, response, and dispatch of calls in a complex telecommunications environment. Demonstrates expertise in using telecommunications and information technology. May troubleshoot or perform routine maintenance on equipment. May train others on use of equipment. Displays organizational awareness and an understanding of the operations and procedures of applicable federal, state, and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Displays considerable knowledge of the infrastructure to dispatch and direct efficiently within a large jurisdiction. Seeks resources needed to keep self and others current with emerging telecommunications practices. May obtain Advanced Telecommunicator or Emergency Medical Dispatch certification. May take a lead role in the implementation of new or revised practices or participate in the development of new/revised procedures.</p>

Competency	Contributing	Journey	Advanced
<p>Data/Information/Records Administration - Ability to compile, assimilate and organize both printed and electronic information. Ability to enter, locate/retrieve, manipulate and/or analyze data.</p>	<p>Learns to use established logs and data systems, functions, and/or procedures. Enters routine information. Types reports using standard formats. May retrieve routine information.</p>	<p>Records, compiles, and summarizes data using established formats. Monitors messages from and creates entries for DCI terminal as needed. Maintains and ensures quality control of logs and data systems. May assign case or arrest numbers, compile incident reports, or issue permits. Correctly uses input codes. Searches for and retrieves information from departmental files and DCI terminal.</p>	<p>May interpret or analyze data. May adapt or revise formats. Reviews entries of other telecommunicators for quality assurance. Locates difficult-to-find information from DCI terminal or other sources as requested for law enforcement support.</p>
Competency	Contributing	Journey	Advanced
<p>Communication - Ability to listen and understand messages from others. Ability to clearly convey information to others to ensure they understand the message. Ability to speak concisely and distinctly and to efficiently receive and transmit messages while working under pressure.</p>	<p>Listens and understands messages from callers. Gathers information. Provides routine responses to callers according to prescribed guidelines. Independently responds to non-emergent calls and requests for general information. Learns to speak calmly and concisely. Learns to transmit radio messages using established protocols and procedures. Acquires basic understanding of working relationships with co-workers, supervisors, law enforcement and emergency response personnel, and the general public.</p>	<p>Listens to callers and quickly ascertains nature of call. Obtains and extracts relevant information. Interprets and analyzes messages from callers. Applies judgment in responding to callers. Speaks clearly and distinctly; effectively uses language and tone to calm distressed callers and to provide aid/assistance via phone until help arrives. Transmits radio messages quickly and concisely. Directs emergency personnel to scene and conveys relevant information to responders. Interacts with co-workers, supervisors, law enforcement and emergency response personnel (including those from other jurisdictions), university officials, media, and the general public to relay information and coordinate activities.</p>	<p>Expert in listening and extracting information and cues from callers. Trains other telecommunicators in taking calls and gathering information. Speaks clearly and calmly under pressure of high call volume and high frequency of intense/critical calls. Transmits radio messages to a wide variety of different responders using language and protocols appropriate for each. Serves as a liaison between emergency personnel, callers, and officials during critical incidents.</p>

Competency	Contributing	Journey	Advanced
<p>Office/ Telecommunications Technology - Ability to utilize equipment and relevant technology (software and systems) to meet organizational needs.</p>	<p>Uses the basic functionality of phone systems*, radios, consoles, alarm panels*, database/information systems, computer aided dispatch (CAD) system, and related telecommunications equipment. Learns to use one or more databases or information systems to input and access standard information according to procedures. Keys information accurately. Obtains DCI certification.</p>	<p>Uses the full functionality of all departmental telecommunications equipment, including phone systems*, radios, consoles, alarm panels*, database/information systems, and computer aided dispatch (CAD) system. Selects, understands and fully applies a variety of features in software programs, databases, and information systems. Keys information accurately and efficiently. Maintains DCI certification.</p>	<p>Uses the most advanced and specialized telecommunications equipment and/or the widest variety of telecommunications and information technology. May make recommendations regarding databases and information systems procedures. Trains and advises others on use of DCI terminal.</p>
Competency	Contributing	Journey	Advanced
<p>Decision-Making - Ability to make quick, sound decisions while working under pressure.</p>	<p>Learns to make quick, sound decisions based on incoming messages. Recognizes messages that have established precedents and limited impact. Refers non-standard questions and problems to higher levels.</p>	<p>Analyzes messages and information in order to determine priorities; recognizes critical incidents; coordinates response; initiates action based upon acquired information and knowledge of operating procedures. Makes consistently sound and accurate dispatch decisions.</p>	<p>Independently resolves unprecedented issues and problems. Problem resolution requires some interpretation of policy and procedures. Serves as a resource for others in resolving unprecedented, non-standard issues and problems.</p>

Recommended Minimum Training Guideline High School diploma and sufficient experience to demonstrate ability to work under pressure. Requires ability to type. Requires certification as a Division of Criminal Information computer operator or the ability to achieve certification within 45 days of employment. Previous experience in telecommunications, radio dispatch, or related environment preferred. May require Basic Telecommunicator Certification in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment.

All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.