

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Telecommunicator

CLASS CODE: 2171

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification dispatch emergency response or repair personnel for the Airport Police, Water Division or Street Division.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level clerical classification in the Public Safety and Security Series --Adjunct Group job family within the City of St. Louis. Incumbents within this classification perform routine to moderately complex duties with a variety of related tasks.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Responds to emergency calls and dispatches repair crews or emergency response personnel in matters regarding emergency, fire, street and traffic signal or water related emergency situations.

Receives incoming calls, directs callers and provides information.

Determines location and nature of complaint and records and/or enters data on all self-initiated and dispatched calls into a computer system.

Uses two-way radio to perform dispatch duties; dispatches repair and/or emergency response personnel.

May monitor CCTV, Building, Fire and Intrusion alarms.

May enter information on a flashboard.

Tests radios and adjusts volume and frequency.

May forward complaints to other city departments as needed or direct callers to other departments as appropriate.

Requests information and validates records; completes necessary forms.

Files all records and paperwork.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer, two-way radio, multi-line phone, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as driver's license verification, communication report log, emergency or repair documentation, correspondence and general operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning:

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of lifting, carrying, pushing and pulling objects and materials of moderate weight, twelve (12) to twenty (20) pounds.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks, such as responding to various alarms and using radio equipment.

EDUCATION AND EXPERIENCE STATEMENT:

High school diploma or General Educational Development (G.E.D.) certificate; plus one (1) year of recent full-time paid dispatching experience; or one (1) year of customer service experience in a call center work environment.

SPECIAL REQUIREMENTS:

Some positions may require shift, weekend, and holiday. Candidates must provide their availability for shift and weekend assignments on the Availability Section of the Employment Application.

For positions at St. Louis Lambert International Airport, must obtain certifications for REJIS (Regional Justice Information System), MULES (Missouri Uniform Law Enforcement System) and NCIC (National Crime Information Center) by the end of their working test period and maintain them while employed by the City of St. Louis.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.