



CenCom E 9-1-1 Public Safety Communications Center

911 N. Lotus Drive • Round Lake Beach, IL 60073-2444 • Phone (847) 270-9111 • Fax (847) 270-9115

POSITION DESCRIPTION

TELECOMMUNICATOR - II

Telecommunicator II is a position of an experienced Public Safety Telecommunicator at CenCom E9-1-1 that works under the direct supervision of a Communications Supervisor. This position can be hired directly into or as a promotion for a Telecommunicator I. Telecommunicator II performs a wide range of duties including the prompt answering of incoming requests for police, fire and EMS and dispatches these calls for service in a timely and efficient manner. The Telecommunicator II will work on one of 3 shifts. The Telecommunicator II must comply with the orders, policies, procedures, rules and regulations of CenCom E9-1-1 Public Safety Communications Center.

MINIMUM QUALIFICATIONS

- 18 years of age with High School Diploma or equivalent.
- Subject must be able to pass thorough background check.
- Must possess a valid driver's license.
- Applicants may also be subject to a pre-employment psychological and medical exam.
- Applicants will also be required to type at least 30 wpm, and must have excellent communications skills.
- Ability to clearly speak without any pronounced accent or speech impediment and write the English language.
- Current L.E.A.D.S. full access certification.
- One year experience as a public safety Telecommunicator answering 9-1-1 calls and dispatching police, fire and EMS units.
- A Telecommunicator should have experience in using a CAD (computer aided dispatch) system.
- Must be able to pass a one (1) year probationary period.

ESSENTIAL JOB FUNCTIONS

- Responsible for the operation of the emergency telephone system and radio communications systems and dispatching of all calls for police, fire and emergency medical service.
- Receive and transmit any official information called for with speed and accuracy.
- Efficiently operate all communications center equipment, including radios, telephones, computer terminals, intercom system, audio and video tape recorders, copier, fax machine and typewriter.
- Promptly and courteously communicate with and aid persons seeking assistance or information.
- Periodically conduct a video check of incarcerated prisoners in the CenCom Detention Facility.
- Successfully complete an accelerated Communications Training program if the applicant is not already a CenCom Telecommunicator I.

Proudly serving: Barrington, Hainesville, Round Lake, Round Lake Beach, Round Lake Heights, Round Lake Park, Round Lake Area Park District and the Greater Round Lake Fire Protection District.

TELECOMMUNICATOR – II CONTINUED

ESSENTIAL JOB FUNCTIONS (CONTINUED)

- Act as a Communications Training Officer and train new employees as needed.
- Any other duties as assigned by a Communications Supervisor, Deputy Director, or the Director.

PHYSICAL ABILITIES

- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substance based on a blood or urine test conducted at the time of the physical examination.
- Must have the ability to read and discern visual images on a variety of media.
- Must have good hearing.
- Must be able to lift up to 25 pounds on occasions.