



## **Public Safety Emergency Telecommunicator I #00605**

City of Virginia Beach – Job Description  
Date of Last Revision: 12-01-2017

**FLSA Status:** Non-Exempt **Pay Plan:** General

**Grade:** 17

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Entry-level position under supervision, receive, process, and relay requests for police, fire, or emergency medical services; works on an assigned/rotation shift and overtime when operations necessitate; attend and successfully complete the Emergency Communications and Citizen Services (ECCS) 911 academy and on-the-job training, to include achievement of certifications and progression to the Telecommunicator II position. *Employees hired after 12/1/2017 must career progress to the Telecommunicator IV position.* Alpha I employee/subject to immediate recall during major and/or emergency situations.

### **Representative Work Functions and Responsibilities**

Operate emergency telephone system and receives and process calls for Police, Fire, and Emergency Medical Services (EMS) affecting lives and property of citizens; operate non-emergency telephone system receiving calls for non-emergency police service, requests for information, complaints, or other miscellaneous situations; operate a multi-screen computer console connected to a Computer Aided Dispatch (CAD) system and telephone equipment to receive and process emergency calls and non-emergency calls; and apply professional communication techniques to calm emotional, irrational, irate, or reluctant callers.

Locate and verify location of incident and/or caller using Geographical Information System (GIS) software and other sources of information provided by CAD system; consult available resources (e.g., Emergency Medical Dispatch manuals, cross directories, tow tracking system, computer dropdown menus, computer information files, mapping system) to obtain information to respond to and document calls; consult manual information systems when CAD system is malfunctioning; and classify and assign nature codes to ensure proper communication of situation.

Provide information updates to dispatcher as new information about a particular call or incident is provided or obtained; receive and respond to messages or verbal requests from dispatchers for additional information; and communicate information to supervisors, as necessary.

Process calls for police assistance in off-base military housing, universities, and state parks located within the City following written protocols; process calls reporting intoxicated drivers; process bomb threats, third party report of bomb threats, and/or "explosive device found." Process biological/chemical threats involving mail or packages; and receive and process non-emergency calls. Evaluate calls for service to determine if call may be assigned to Telephone Reporting Unit (TRU). Process calls for police assistance in Knott's Island under the law enforcement jurisdiction of Virginia Beach and the section of the island

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under the jurisdiction of North Carolina; process calls for service involving incidents at Court facilities and notify Sheriff's Department upon receipt of call(s); process Animal Control calls for service after normal work hours; and process fires reported out, all fires of undetermined origin, and reports of odor of smoke.

Conduct follow-up calls.

Records municipal and private building alarms that are out of service and when alarms are placed back into service.

Identify and report technical problems with equipment.

Perform Alpha I responsibilities during emergency situations (e.g., hurricanes,) which require reporting to work assignment.

Attend daily pre-shift Muster to receive information (e.g., status update on current situations, policies and procedure updates).

Assist others (e.g., call takers, dispatchers, supervisors) during emergency situations as necessary.

Monitor and process messages on the National Crime Information System (NCIC), Virginia Criminal Information System (VCIN) and PISTOL system.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on current workloads and department needs.

### **Performance Standards**

Demonstrate proficient knowledge of operations of telephony and computer aided dispatch systems, and thorough knowledge of the operating procedures for emergency service agencies; understand operational orders, directives, policies, and procedures and their application; and maintain required certifications.

### **Minimum Qualifications**

Must be at least 18 years old and have a High School Diploma or GED.

Must be a United States citizen or have been a lawful resident of the United States for the past 10 consecutive years.

### **Special Requirements**

Must be able to work rotating shifts (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.

Successful completion of skills testing, including passing written test requirements.

Pass criminal history check.

Complete Academy training program.

Manual dexterity to operate communication equipment including telephone equipment and a multi-screen computer console.

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Vision to operate communication equipment including telephone equipment and a multi-screen computer console.

Hearing to respond to verbal requests for police, fire, or emergency medical services and for information from callers, co-workers, and supervisors, and to respond to alarms and signals, etc.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status and may be subject to immediate recall during major and/or emergency situations.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. Knowledge

1. Knowledge of Emergency Communication and Citizen Services (ECCS) 911 Division policies and procedures including Administrative and Operational policies
2. Knowledge of emergency call taking policies and procedures including Emergency Medical Dispatch (EMD), Cardiopulmonary Resuscitation (CPR), Virginia Criminal Information Network (VCIN) Certifications, etc.
3. Knowledge of non-emergency call taking policies and procedures including calls for non-emergency police service, requests for information, complaints, etc.
4. Knowledge of policies and procedures for providing support services to Police, Fire, and EMS
5. Knowledge of Police, Fire, and EMS nature codes and priorities used to classify calls for service
6. Knowledge of dispatching policies and procedures for Police, Fire, and EMS
7. Knowledge of emergency management response planning including notification procedures, protocols, etc.
8. Knowledge of Fire and EMS specialty units and assigned fire stations including HazMat unit, Maritime Incident Response Team, etc.
9. Knowledge of geography of the City and surrounding area including using Geographical Information System (GIS) software and other sources of information provided by CAD system
10. Knowledge of State and City codes and ordinances including animal control, illegal parking, excessive noise, etc.
11. Knowledge of operation of City and State agencies and the services they provide to the community
12. Knowledge of Federal and State laws governing radio transmissions
13. Knowledge of human behavior including behaviors of emotionally distressed individuals, methods of calming and controlling conversations with distressed, reluctant, or irrational individuals, etc.
14. Knowledge of customer service methods and techniques including obtaining information from callers in emergency and non-emergency situations
15. Knowledge of communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
16. Knowledge of applicable computer equipment and software including Computer Aided Dispatch (CAD) system, backup equipment and procedures
17. Knowledge of computer-based resources including mapping system, directories, tow tracking system, dropdown menus, etc.
18. Knowledge of public safety radio operation and protocol

B. Skills

1. Skill in reading city, street, or area maps including how city geography relates to precincts, Fire/EMS boundaries, and city landmarks

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2. Skill in operating computing and communications equipment; keyboarding to operate computer-based equipment; entering information accurately into computer programs; navigating fields on screen

C. Abilities

1. Ability to understand the meaning of spoken English words and sentences and the ideas associated with them; understand inquiries or complaints; identify themes, make inferences, and draw conclusions; listen carefully to what others have to say; follow oral instructions
2. Ability to express or communicate information, thoughts, ideas, instructions, or descriptions verbally in English so that others will understand; ask questions to ensure understanding; express ideas verbally in an organized, clear, and concise manner
3. Ability to influence others' behaviors, opinions, attitudes, or judgments; cause people to do something (e.g., provide required information, calm caller as necessary)
4. Ability to read and understand the meaning of written English words and sentences and the ideas associated with them; read forms, general business material, schedules, assignments, and memos; read training guides and standard operating procedures; read policies and procedures, and equipment manuals; follow written instructions or procedures
5. Ability to express or communicate information, thoughts, ideas, instructions, or descriptions in writing in English so that others will understand; use abbreviations that are understandable; complete forms accurately; use proper spelling, punctuation, and grammar; communicate routine information in writing; express ideas in writing in an organized, clear, and concise manner
6. Ability to work effectively on several tasks at once; shift to different tasks or apply different methods to meet changing priorities without losing information
7. Ability to know what is going on around you; operate in an environment with rapidly changing situations in which decisions are often made under stressful conditions
8. Ability to organize time and work efficiently; work independently including taking appropriate actions without having to be told; drive towards completing tasks
9. Ability to pay attention to the various details of work and complete work that is thorough and within established standards of accuracy and precision
10. Ability to compare or check data quickly for accuracy
11. Ability to perform a task in the presence of distractions or under monotonous conditions without significant loss in efficiency including remaining focused and attentive for long periods
12. Ability to remain alert or vigilant and react to infrequent but important events (e.g., alarms, warnings)
13. Ability to remember information and recall relevant information selectively and accurately at the appropriate time including both long- and short-term memories; retain new facts or information that build on current knowledge (e.g., provide information updates)
14. Ability to recognize reasonable results of arithmetic computations and the relationships between numbers; understand common English measurement
15. Ability to identify information that is relevant; identify and recognize the existence of problems (e.g., compare information and detect similarities or differences among them); identify and define problems; analyze problems quickly and take action under stress
16. Ability to evaluate critically information that conflicts with existing information or that is ambiguous; identify strengths and weaknesses of various alternatives; recognize patterns and relationships in data or information; gather and understand the relevance of information from different sources; recognize the combination of cues leading to a conclusion
17. Ability to make decisions in a timely fashion; apply rules and guidelines in new situations
18. Ability to develop and maintain effective, smooth, and cordial working relationships with others; accept constructive feedback (e.g., suggestions, feedback from trainers or supervisors); discuss sensitive subjects tactfully and diplomatically; open to new ideas and different points of view and respect other perspectives and differences

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19. Ability to actively participate as a member of the team by cooperatively sharing responsibilities and tasks; demonstrate receptiveness and responsiveness to others' ideas and request; share necessary knowledge to complete assignments; support team decisions
20. Ability to understand the motivations, emotional needs, and challenges faced by others; demonstrate support and understating to others
21. Ability to be aware of others' reactions and understands why they react as they do
22. Ability to focus actions toward meeting or exceeding expectations and requirements of customers (public); act with the customer (public) interests in mind
23. Ability to demonstrate a desire for growth and accomplishment within the Telecommunicator career path and goals
24. Ability to learn the required knowledge of the job (e.g., learn procedures, work methods, specific techniques, policies, technical knowledge) through formal training and on-the-job training; and keep up-to-date on technical knowledge and skills related to work
25. Ability to report to work and return from break on time; demonstrate commitment to the public service goals and mission of the Division; carry out job tasks and responsibilities faithfully; personally disciplined
26. Ability to take responsibility for actions, decisions, and goals; set and apply standards of success for self
27. Ability to be self-motivated; demonstrate willingness to take on job challenges
28. Ability to apply a personal sense of ethics and integrity at work; honest and open with coworkers and/or supervisors
29. Ability to maintain performance under pressure; cope with frustration; function effectively within a stressful environment; handle chronic stress or tension with minimal damage to personal health or well-being
30. Ability to adjust behavior and methods quickly and easily to new or changing conditions or rules; adapt to changes in work rules, policies, or procedures; tolerate ambiguity and comfortable with fluid situations and expectations; demonstrate openness to change by remaining positive and staying focused on objectives
31. Ability to demonstrate determination and persistence in adhering to a course of action; demonstrate resilience in the face of obstacles, setbacks, or challenges; stay with a task until it is completed or it is no longer reasonably attainable; maintain control of call even with most difficult caller in order to obtain pertinent information
32. Ability to demonstrate security in own capabilities and convictions; project a positive self-image; understand own strengths, weaknesses, limitations, values, motives, and preferences, and how these affect own behavior and the behavior of others
33. Ability to make judgments based on facts and data uninfluenced by emotions or personal preferences; remain unbiased or detached in the face of rejection; maintain a realistic perspective
34. Ability to work rotating shifts and hours, including mandatory overtime.

### **Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

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*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time, involves exerting up to 10 pounds of force on a regular and recurring basis, and requires continual use of a computer keyboard and other peripheral devices.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs clerical and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires close, continuous attention for accurate results or occasional exposure to unusual pressure.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.* The job requires normal visual acuity and field of vision and speaking. Hearing must be in compliance with the National Emergency Number Association (NENA).

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