

**Position: 911 Telecommunicator**  
**Salary Range: \$14.00 – 16.00 hourly**  
**Job Type: Full- time**

**Position Summary**

The purpose of this position is to ensure timely and appropriate responses to emergency and non-emergency situations by maintaining structured and organized communications while dispatching police, fire, and EMS personnel and apparatus.

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

**Essential Job Functions:**

- Receives screens and monitors emergency and non-emergency calls from citizens and public safety agencies by radio and telephone; categorizes and prioritizes calls.
- Enters run information into a Computer Aided Dispatch (CAD) system; proof reads entries to ensure accuracy and importance of information.
- Dispatches appropriate assistance to incident locations; dispatches backup units, wreckers, utility crews or others as needed.
- Maintains communications with all parties involved in emergency situations; monitors locations of police, fire and ambulance units; assists emergency personnel in locating addresses; conveys information to and from emergency personnel; conveys information and instructions to callers as necessary to assist until dispatched units arrive on scene; relays pre-arrival medical instructions to assist in lifesaving treatment; simultaneously monitors radio channels to track separate incidents.
- Notifies medical facilities of patients being transported; conveys en route patient information to hospital staff for emergency personnel.
- Obtains and provides information as requested, which may include but not limited to; license plates, driver's license status, missing or wanted persons, criminal history, warrant or stolen property information through various computer systems, and telephone calls to other agencies.
- Contacts various agencies, utilities, businesses and individuals to obtain information or request assistance as needed by emergency personnel.
- Monitors radio traffic of surrounding law enforcement agencies to maintain awareness of activities outside primary jurisdiction.
- Assists in reviewing and maintaining Standard Operating Procedures.

**Non-essential Job Functions:**

- Performs other related duties as required.

**Knowledge, Skills, and Abilities required to perform Essential Job Functions:**

- Knowledge of Lawrence community, including streets and addresses.
- Ability to review, record, prioritize, and evaluate data.
- Ability to type a minimum of 20-30+ words per minute.
- Ability to perform multiple tasks or activities simultaneously.
- Ability to exercise discretion in sensitive situations.
- Ability to communicate effectively with public safety personnel and citizens; includes the ability to speak and write clearly to exchange information.
- Ability to perform tasks in changing and stressful circumstances; including the ability to maintain control of emotions and actions and to make rapid decisions.
- Ability to calm and comfort individuals who are distraught, ill or injured.
- Ability to maintain confidentiality of highly sensitive data.
- Ability to utilize a computer, word processing programs, radio controls, and other software applications that may be necessary to perform essential job functions.
- Ability to utilize a variety of tools and communication equipment associated with police, fire and emergency medical operations, including Computer Aided Dispatch (CAD) and radios.
- Ability to work up to 12 hour shifts on any shift assigned.
- Ability to respond to 24 hour emergency call outs.
- Ability to exert light physical effort, which may involve lifting, carrying, pushing and/or pulling of objects and materials weighing 5-10 pounds.
- Ability to work extended periods of time sitting at a workstation.

**Qualifications Required to Perform Essential Job Functions:**

- High school diploma or GED
- Three (3) to six (6) months of experience involving public safety communications or radio communications.
- Or any equivalent combination of education, training and experience that provides the needed knowledge, skills, and abilities for this position.
- Must possess/obtain and maintain valid Association of Public Safety Communications Officials International (APCO), Emergency Medical Dispatch (EMD), Cardiopulmonary Resuscitation (CPR) and National Crime Information Center (NCIC)/Indiana Data and Communications System (IDACS) certifications.

*The City of Lawrence is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities.*