

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

EMERGENCY RESPONSE LEAD TELECOMMUNICATOR

POSITION CODE: 13540  
Effective: 3-21-95

DISTINGUISHING FEATURES OF WORK:

Under general supervision, acts as a lead worker overseeing the activities of Emergency Response Telecommunicators; assigns and reviews work; provides input into the preparation of performance evaluations; performs duties of a working level Emergency Response Telecommunicator in operation of equipment such as radios, teletypes, computers and generators; maintains records and monitors lower level Emergency Response Telecommunicator activities; participates in training of Emergency Response Telecommunicators.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As the lead worker, assists the supervisor in the preparation and review of technical reports, shift schedules, and pay schedules; may schedule time off, authorize overtime and make arrangements for replacement personnel; recommends, monitors, and ensures compliance with Standard Operating Procedures, department policies and work rules; provides input into preparation of performance evaluations.
2. Assists the supervisor in training new staff members and lower level Emergency Response Telecommunicators in the use of the two-way radio procedures and the emergency response telephone system.
3. Performs working level duties of an Emergency Response Telecommunicator in operation of equipment including radios, teletypes, generators and computers; receives and implements helicopter flight requests; records and relays public safety messages associated with manmade and natural disasters.
4. Assists supervisor with improvements in procedures and evaluation of new equipment.
5. Assists lower level Emergency Response Telecommunicators with recognizing and solving equipment and procedural problems.
6. Verifies and maintains station files, communication logs, and taped recordings.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## EMERGENCY RESPONSE LEAD TELECOMMUNICATOR (Continued)

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school.

Requires one year of experience as an Emergency Response Telecommunicator.

#### Option A

In the Department of Nuclear Safety, requires ability to type accurately at a minimum rate of 30 words per minute.

#### Option B

In the Emergency Management Agency, requires ability to type accurately at a minimum rate of 20 words per minute.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of agency mission and procedures.

Requires extensive knowledge of emergency services communications standard operating procedures, filing and record systems, terminology and concepts.

Requires working knowledge of the operation and care of a typewriter, computer, fax and teletype.

Requires working knowledge of common office practices and procedures, business English, spelling and commercial arithmetic.

Requires ability to motivate and organize the activities of less senior workers.

Requires ability to speak clearly, hear well and communicate effectively, both orally and in writing.

Requires ability to perform duties effectively under stress and with good organizational skills.

Requires ability to gain and maintain working relationships with fellow employees and the public.

Requires ability to recognize equipment malfunctions.

Requires ability to coordinate radio and multiple telephone lines simultaneously.

Requires ability to work assigned shifts, weekends and holidays as required.