

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

EMERGENCY RESPONSE TELECOMMUNICATOR

POSITION CODE: 13543  
Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, transmits and receives emergency and administrative messages via two-way radio, telephone, computer, fax machine and satellite equipment; provides radio service to other state agencies using a multi-frequency, statewide radio base station system; records incident information on hazardous materials, nuclear power plant incidents and natural and manmade disasters using personal computers in conjunction with a local area network (LAN); receives emergency medical services (EMS) flight requests from hospitals and emergency agencies; monitors telecommunications equipment and back-up power units (BPU) for proper operation; receives, records and relays information concerning the safety of emergency services workers and the general public.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Operates two-way radio and computer equipment to transmit and receive emergency and administrative messages between mobile and base station units statewide on a 24 hour basis; maintains 24 hour surveillance of specialized monitoring systems; determines priority of messages and prepares messages for transmission according to standard operating procedures; provides telecommunicator services to other agencies lacking statewide communications capabilities; monitors the satellite weather wire receiver for severe weather and special bulletins such as earthquakes; operates multi-button telephone equipment to answer multiple incoming emergency lines.
2. Operates a computer connected to a LAN performing complex initialization and trouble-shooting procedures as directed; records incident information received from federal, state and local agencies, private businesses and citizens on hazardous material releases, nuclear power incidents and natural and manmade disasters into computer files; updates computer files with new information; searches database for information upon authorized request; keeps radio station log and agency personnel status sheets current and accurate and maintains records of mileage reports of all department vehicles for budget purposes.
3. Receives EMS requests from hospitals, law enforcement, fire and emergency services agencies for use of the State of Illinois helicopters to transport critically ill or injured persons to a higher level of care; qualifies request to ensure scope of EMS is met before contacting helicopter pilots; flight follows with helicopters using statewide radio system; enters EMS logs into computer.
4. Monitors warning systems; monitors the Nuclear Accident Reporting System (NARS) for nuclear power plant incidents and to assure NARS is operational at all times; reports trouble on the NARS and other telecommunications circuits to vendors; works closely with vendors to test and return circuits to normal operations; maintains 24 hour surveillance of, and monitors weekly test of emergency generators.

## EMERGENCY RESPONSE TELECOMMUNICATOR (Continued)

5. Coordinates the radio communications of federal, state and local emergency services personnel during natural and manmade disasters; staffs the agency mobile command center during disasters at remote sites; activates emergency personnel by pager, phone or two-way radio; relays critical information to the duty officer; assists the duty officer by setting up phone patches; transmits and receives information by fax machine; receives environmental data by computer, two-way radio and phone; assists in providing on-the-job training for newly hired Telecommunicators.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

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

Option A

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

Option B

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

Knowledge, Skills and Abilities

Requires working knowledge of the operation and care of computer equipment and fax machines.

Requires familiarity with common office practices, procedures, business English, spelling and commercial arithmetic.

Requires ability to keyboard at a minimum of 30 words per minute.

Requires ability to perform duties effectively under stress 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.

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