

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATOR CALL TAKER

POSITION CODE: 45322

Effective: 11-1-94

DISTINGUISHING FEATURES OF WORK:

Under general supervision of a telecommunications supervisor, answers and responds to incoming requests for service from the public via telephone or in person; assigns ISP officers to respond to calls; transmits and receives law enforcement messages and data by two-way radio and computer systems; monitors and/or provides base station service for multiple police priority; processes confidential material; originates, relays and interprets information relating to the safety and well-being of law enforcement officers and citizens.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Answers and takes action based upon incoming telephone calls (emergency, cellular 9-1-1, non-emergency) from the public; verbally communicates directly with and responds to "walk-in" requests for service; under general guidelines, assigns ISP officers to calls for service; initiates requests for fire or Emergency Medical Services in response to notification of emergencies; and visually observes security monitors.
2. Sends and receives voice and data messages by two-way radio and visually observes a cathode ray tube in order to utilize personal computer system equipment to transmit and receive police business and emergency (Illinois State Police Emergency Network (ISPERN)) messages between mobile and other base stations and monitors multiple radio channels as assigned.
3. Operates a personal computer terminal; logs radio into various computer formats; enters and retrieves pertinent information, codes, documents, statistics, data and logs; may be subpoenaed to verify the accuracy and validity of logged transactions; enters, accesses through special inquiry formats computerized file - Traffic Information Planning Systems (TIPS), National Law Enforcement Telecommunications System (NLETS), National Crime Information Center (NCIC), Computerized Hot Files (CHF), Computerized Criminal History (CCH), and Firearms Owners Identification (FOID); interprets coded responses by utilizing operational and reference manuals.
4. Visually recognizes malfunctions of a personal terminal and works closely with wire services and the state computer center(Law Enforcement Agency Data System (LEADS)) to test and re-program the terminal.
5. Monitors the National Warning system (NAWAS) and, utilizing special equipment conducts weekly tests and broadcasts tornado and other severe weather statements to monitoring stations; forwards eyewitness reports received from police agencies and the public to the National Weather Service.

TELECOMMUNICATOR CALL TAKER (Continued)

6. Coordinates the radio communications of state, county, municipal and federal law enforcement officers during natural disasters, prison breaks and other multi-jurisdictional efforts.
7. Prepares and maintains station files, special logs; records weather and road information; processes operational messages; and provides training for trainees as directed.
8. 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.

Requires successful completion of the Telecommunicator Trainee Program.

Requires possession of a valid LEADS operator certificate.

Requires successful completion of agency provided call taker program.

Knowledges, Skills and Abilities

Requires working knowledge of law enforcement communication procedures, FCC rules and regulations, law enforcement computer systems (LEADS, TIPS, NLETS, NCIC, FOID, SALOON, CCH), law enforcement filing and records systems, law enforcement terminology and concepts, security and privacy regulations and the 911 law.

Requires working knowledge of the operation and care of a personal computer.

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

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

Requires a clear speaking voice.

Requires ability to receive, understand and act upon aural and written instructions and information through the use of two-way radio and telephone.

Requires ability to visually monitor cathode tube and radio console.

Requires ability to effectively and accurately communicate both verbally and in written form.

Requires ability to wear a head set for radio and telephone functions.

Requires ability to maintain self-control under stress conditions.

Requires ability to properly arrange material for transmission and to determine priority of messages.

Requires ability to recognize malfunctions of equipment and coordinates several radio-computer functions simultaneously.

Requires ability to establish and maintain satisfactory working relationships with other employees, officers, and the public.

Must pass an agency security check.

Must be able to work assigned shifts, weekends and holidays.