

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATOR LEAD CALL TAKER

POSITION CODE: 45323

Effective: 11-1-94

DISTINGUISHING FEATURES OF WORK:

Under general supervision, acts as a lead worker overseeing the activities of telecommunicators, typically on a busy shift when the supervisor is absent; assists supervisor in preparing technical reports and maintains Law Enforcement Agency Data Systems (LEADS) records; provides input into employee performance evaluations; assists lower level telecommunicators, Telecommunicator/Call Takers and local Law Enforcement agencies in the resolution of two-way radio and computer terminal operational problems; processes confidential material; also functions as a Telecommunicator Call Taker: 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, teletype, and computer terminal equipment; monitors and/or provides base station services for multiple police priority and business channels; originates, relays and interprets information relating to the safety and well being of law enforcement officers and citizens.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs as the lead worker typically on the busy evening shift in one of the 22 stations maintained by the Department of State Police, participating in and overseeing the activities of about 2 telecommunicators on the shift, where the supervisor is normally absent.
2. 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-ins" 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.
3. Assists supervisor in the preparation of reports, provides input into employee performance evaluations; when supervisor is absent, authorizes over-time assignments in accordance with contract protocols, carries out on-the-job training programs for new staff and may assume the lead position in such training; recommends, monitors, and ensures compliance with operational policies and work rules.

TELECOMMUNICATOR LEAD CALL TAKER (Continued)

4. Maintains and validates all station LEADS records and coordinates training of all station personnel on LEADS capabilities, procedures, regulations, and policies. Maintains LEADS manuals and incorporates updates periodically; assists supervisor to ensure that all LEADS regulations and policies are followed and provides input regarding problems and ideas for improvement and changes to LEADS.
5. Performs State Police Telecommunicator duties and assists lower level Telecommunicators in the operation of two-way radio and computer terminal equipment to transmit and receive police business and Illinois State Police Emergency Network (ISPERN) and Medical Emergency Communications Network (MERC) messages between mobile and other base stations, and monitors multiple radio channels as assigned; assists in determining priorities and validity of messages.
6. Assists lower level telecommunicators/call takers and local law enforcement telecommunicators in the resolution of radio and on-line computer operation problems.
7. Performs State Police Telecommunicator duties and assists lower level telecommunicators in the keyboard operation of a computer terminal (CRT); logs radio traffic; enters and retrieves pertinent information, codes, documents, statistics, data and logs; may be subpoenaed to verify the accuracy and validity of log transactions; enters, accesses and verifies computerized files; Traffic Information Planning Systems (TIPS), National Law Enforcement Telecommunications System (NLETS), National Crime Information Center (NCIC), Computerized Hot Files (CHF), Computerized Criminal History (CCH), Firearms Owners Identification (FOID), and the State Alcohol Licenses (SALOON) and interprets responses.
8. Recognizes malfunctions of a computer terminal and works closely with wire services and State Computer Center (Law Enforcement Agencies Data System) to test and re-program the terminal.
9. Monitors the National Warning System (NAWAS) and utilizing special equipment, conducts weekly tests and broadcasts tornado and other severe weather statements in monitoring stations; forwards eyewitness reports received from police agencies and the public to the National Weather Service.
10. May coordinate the radio communications of state, county, municipal, and federal Law Enforcement offices during natural disasters, prison breaks and other multi-jurisdictional efforts.

TELECOMMUNICATOR LEAD CALL TAKER (Continued)

11. Compares and maintains station files, special logs, records weather and road information; processes operational messages.
12. 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 the completion of four years of high school.

Requires possession of a valid LEADS operator certificate.

Requires successful completion of agency provided Call Taker training program.

Requires one years experience as a Telecommunicator and LEADS/TIPS computer terminal operator.

Knowledges, Skills and Abilities

Requires working knowledge of state police communication procedures, FCC rules and regulations, law enforcement computer systems (LEADS, TIPS, NLETS, NCIC, FOID, SALOON, CCH), law enforcement filing, the 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 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.

Requires ability to direct the work activities and carry out on-the-job training of telecommunicators.