

**City of Chesapeake**  
**Class Title: Public Safety Telecommunicator III**

<b>Job Class Code: 7283</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 3</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to perform responsible work in overseeing or dispatching emergency services in response to calls for assistance. The class is responsible for leading others, answering emergency services phones, dispatching appropriate emergency services, maintaining emergency reference materials, training others, maintaining logs and tapes, servicing/maintaining equipment, and administrative tasks. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings. This job classification provides service to the community on a 24 hour basis during all hours of the day and night. In order to accommodate this 24 hour service, this job class is required to work on rotating schedules, which includes working weekends and holidays, and may involve work in excess of regularly scheduled hours (overtime) when required by operational necessity.

**TYPICAL TASKS**

- Supervises or leads others as directed, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees or performs the answering of emergency services phones, recording of essential information and dispatching of units from appropriate agencies such as Police Department, Fire Department, or other emergency response activities; intervenes in difficult situations.
- Oversees or responds to administrative phones, other communications devices, and citizen requests; decides on appropriate courses of action, dispatches assistance as required, or refers to appropriate service agency.
- Provides assistance to emergency services personnel by answering questions, researching information, or performing other services.
- Assists and advises less experienced Dispatchers or others; monitors and reviews work as required; may assist with or prepare duty schedules; recommends improvements to policy and procedures.
- Maintains various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal actions.
- Oversees or operates/maintains emergency and non-emergency equipment such as computers, printers, playback systems, CAD, and other systems.
- Maintains and oversees update of immediately available library of emergency reference material such as computer manuals, maps, repair logs, wrecker logs, policy/procedure SOPs, policy memos and other reference material.
- Performs administrative tasks, such as ordering supplies, preparing reports, maintaining records, assisting or acting for supervisor.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
<b>Reasoning Requirements</b>	Performs coordinating or leading work involving guidelines and rules but solves problems constantly.
<b>Mathematical Requirements</b>	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities; descriptive statistics; deductive geometry, plane and solid, and rectangular coordinates; mathematical classifications or schemes.

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<b>Language Requirements</b>	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and letters; speaks compound sentences using normal grammar and word form.
<b>Mental Requirements</b>	Performs clerical and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Directs actions of others, making decisions almost constantly, affecting emergency service personnel, coworkers, crime victims, patients, and others in the general public.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in telecommunications or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Special skills or equipment certification may be required.
<b>Special Requirements</b>	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*

Revised 07/2020