

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

<b>Job Class Code: 7280</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 dispatch emergency services in response to calls for assistance. The class is responsible for answering emergency service telephones, dispatching appropriate emergency services, maintaining emergency reference materials, training others, maintaining logs and tapes, and servicing/maintaining equipment. The class works within a general outline of work to be performed, and develops work methods and sequences under general supervision. 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**

- Answers emergency services phones, records essential information and dispatches units from appropriate agencies such as Police Department, Fire Department, or other emergency response activities.
- Answers/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.
- Maintains various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal actions.
- Operates/maintains emergency and non-emergency equipment such as computers, printers, playback systems, CAD, and other systems.
- Maintains 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.
- Participates in or provides technical and other training; reviews policies and procedures and recommends changes; prepares periodic or special reports as required.
- Performs routine office tasks, such as typing, filing, faxing, phoning, and copying.
- 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>	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
<b>Reasoning Requirements</b>	Performs coordinating work involving guidelines and rules but solves problems constantly.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division; may calculate ratios, rates and percents.
<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

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	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.
<b>EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS</b>	
<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.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of one year of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Special skills or equipment certification may be required. Must be a United States citizen or a lawful resident for the past 10 consecutive years.
<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 07/20