

**City of Glasgow**

**Position Description**

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**Position Title:** Telecommunicator  
**Department:** Communications  
**Classification:** Classified Full-Time / Part-Time  
**Status:** Non-exempt (Hourly)  
**Compensation Range:** Grade 113

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**Reporting Relationship(s):**

**Position Reports To:** 911 Director / Asst. 911 Director

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**Position Purpose**

Under direct supervision of the Telecommunication Supervisor or Assistant Telecommunication Supervisor, responsible for handling radio communications and teleprocessing equipment associated with LINK. Takes questions, inquiries, complaints, and/or routes call to appropriate persons.

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**Essential Functions and Basic Duties:**

- Operates the base radio system.
  - Monitors unit activities, contacting units periodically to ensure officer safety.
  - Dispatches calls promptly.
  - Advises emergency responders of possible problems, hazards, or dangers when dispatching.
  - Ability to handle multiple incoming calls.
  - Listens, understands, and properly analyzes incoming information for dispatching.
  - Operates teletype LINK/NCIC terminal to retrieve/input maximum amount of information.
  - Runs local checks for warrants.
  - Operates computer to retrieve information and relays messages.
  - Type and distributes daily information
  - Remains calm during stressful situations.
  - Prioritizes calls.
  - Ensures that all hit confirmations are made within the required time frame.
  - Performs related work as required.
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**Qualifications:**

**Training and Experience:**

- Graduation from an accredited high school or its equivalent (GED).
- Completion of Telecommunication Academy.

**Special Requirement(s):**

- Must be certified as a Law Enforcement Telecommunicator in the State of Kentucky or must obtain certification within six (6) months of date of employment.
- Must be at least eighteen (18) years of age.
- Must be a United States citizen.
- Must not have been convicted of a felony.
- Must possess well-developed listening communications skills.
- Must be able to work a varied schedule.
- Ability to pass a physical examination.
- Ability to successfully complete a background, polygraph and drug screen, suitability screening.
- Yearly certification required.

**Special Knowledge, Skills and Abilities:**

- Ability to learn law enforcement radio dispatch and telecommunications codes, techniques, procedures, and policies.
  - Ability to control and maintain safety of field officers during stressful incidents.
  - Ability to maintain confidential information and materials.
  - Ability to listen to and understand instructions and requests for information.
  - Ability to be accurate.
  - Ability to work and remain calm under extreme pressure in a noisy environment.
  - Ability to analyze and solve problems.
  - Ability to learn proper procedures for safe operation of equipment.
  - Knowledge of city street system.
  - Knowledge of patrol areas.
  - Ability to learn the department's Standard Operating Procedures.
  - Knowledge of telephone and reception procedures.
  - Ability to learn and apply filing and office procedures.
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**Physical Activities and Requirements of the Position:**

**Finger Dexterity:** Using fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

**Talking:** Must frequently convey detailed or important information, instructions, or ideas accurately, easily audible, and quickly.

**Average hearing:** Able to hear average or normal conversations and receive ordinary information.

**Repetitive Motions:** Movements frequently and regularly required using the wrists, hand, and/or fingers.

**Average Visual Abilities:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

**Physical Strength:** Combination of sitting, standing and moving around the office and the community at large. Ability to move objects weighing up to 30 lbs.

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**Working Conditions:** General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

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**Mental Activities and Requirements of the Position:**

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables.

**Mathematics Ability:** Ability to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements.

**Language Ability:** Ability of average to above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Ability to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

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**Intent and Function of the Job Description**

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system.

All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the City.

This job description is not intended as and does not create an employment contract. The City maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.

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