

Tama County, IA 911 Communications

Public Safety Telecommunicator

Job Description

Department: 911
Position Contact: Jacob Reineke, Director
Email: jreineke@911.tamacountyiowa.gov
Office: 641-484-3760, Option 4
Date Posted: 5/27/2025
Position Closes: Open until filled

Wage Range: \$20.48/hour – \$24.83/hour DOQ (2% wage increase July 1, 2025)

Hours: Nights/Overnights (shift differential of (\$0.45/hour from 1600 - 0600)

- Open Shifts: 1400 hours – 2200 hours (Tuesday – Saturday; Sunday/Monday off)
2200 hours – 0600 hours (Tuesday – Saturday; Sunday/Monday off)

Position Type: Full-Time

FLSA Status: Non-Exempt (Hourly)

Tama County, IA 911 Communications is seeking dedicated, detail-oriented individuals to join our team as Public Safety Telecommunicators! This critical role serves as the lifeline between the public and emergency responders, helping to safeguard the community by receiving and dispatching calls for law enforcement, fire, EMS, and other public safety services.

Tama County offers competitive pay, a comprehensive benefits package, ongoing training, and opportunities for career growth within the public safety communications field. If you thrive in fast-paced, high-stakes environments and are committed to making a difference in your community, we want to hear from you! Interested parties should submit a resume and cover letter detailing their qualifications and experience.

Essential Position Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) **Emergency Call Handling and Dispatch Operations:** answer incoming emergency calls from the public and partner agencies, accurately gather critical information necessary to ensure a safe, timely, and efficient response by public safety personnel. Enter call details into the Computer-Aided Dispatch (CAD) system with precision, ensuring complete and accurate documentation. Prioritize calls for service based on severity and urgency, following established dispatch protocols. Notify supervisory personnel from outside agencies when no law enforcement units are immediately available. Dispatch police, sheriff, fire, emergency medical services (EMS), and other emergency responders according to local, state, and federal guidelines, while actively tracking and monitoring the location and status of responding units through the CAD system and radio communications.
- 2) **Non-emergency, Alarm, and Administrative Call Processing:** answer all incoming non-emergency, alarm, and administrative telephone calls in a professional and courteous manner. Obtain all pertinent information from callers to determine the appropriate response. Accurately create and document corresponding calls for service within the CAD system and

refer calls to the appropriate agency, department, or resource when necessary, ensuring seamless coordination between agencies and uninterrupted public service delivery.

- 3) **Communications Center Situational Awareness and Support:** maintain continuous awareness of all activities and call handling within the communications center, actively monitoring radio traffic and other call takers to remain informed of ongoing incidents and resource availability. Provide timely backup and operational support to fellow call takers and dispatchers during high call volumes, critical incidents, or complex situations, contributing to an efficient, coordinated, and team-oriented communications environment.
- 4) **IOWA/NCIC System Operations:** operate the IOWA/NCIC computer system to perform inquiries, data entries, modifications, cancellations, and dissemination of sensitive criminal justice and public safety information. Support authorized law enforcement and public safety personnel by providing critical information such as warrant confirmations, vehicle registrations, missing person records, and stolen property reports. Ensure compliance with all local, state, and federal rules, regulations, and system security protocols while handling sensitive and confidential information.
 - a. **IOWA/NCIC system certification is required within 6 months of hire.** Use of these systems are subject to background check and compliance of state and federal guidelines. Tama County 911 Communications will provide assistance to new hire to earn this certification.
- 5) **Criminal Justice Records and Warrant Management:** accurately enter, modify, and clear warrants, stolen vehicles, missing persons, protection orders, and stolen or missing articles in the IOWA/NCIC system and related information systems. Perform secondary reviews of warrant entries for accuracy and completeness to ensure legal and procedural compliance. Assist in the monthly validation and audit of active warrants and records, contributing to the integrity and reliability of criminal justice data.
- 6) **Records and Documentation Management:** maintain and update various operational forms, logs, teletype messages, dispatch records, reports, and other documentation in accordance with established retention schedules and departmental procedures. Ensure the orderly, secure, and efficient management of files and records to support operational readiness and provide accurate historical records for investigative and administrative review.
- 7) **Training and Certification Maintenance:** participate in initial and ongoing training programs, workshops, and continuing education courses necessary to maintain required certifications and operational competency. Stay informed of updates in policies, procedures, systems, and technology affecting communications center operations, ensuring continual professional development and operational effectiveness. Operates all radio consoles and support equipment; notifies management of any equipment issues.
- 8) **Radio Console and Equipment Operations:** operate all radio console positions and supporting communications equipment in accordance with established protocols. Maintain clear, professional, and effective radio communications with field units and public safety agencies. Monitor equipment performance and promptly report technical issues, malfunctions, or system irregularities to the Communications Director or technical support to maintain operational readiness. Participates in special projects and assignments that are directly related to the mission, operations, and/or maintenance of the center.
- 9) **Public Safety Telecommunicator Certification:** achieve certification as an Iowa Public Safety Telecommunicator through the Iowa Law Enforcement Academy within one (1) year of hire. Maintain this certification through continuous education, policy reviews, and participation in required training updates to stay current with evolving best practices and regulatory requirements.

- 10) **Additional Duties as Assigned:** perform other duties as directed by Communications Director or as dictated by operational needs, including emergency assignments, policy reviews, or support roles during large-scale incidents. Adapt to dynamic situations and shifting priorities while maintaining a commitment to operational excellence and public service.

Education Requirements:

A high school diploma or GED equivalent is required.

- Previous experience in customer service, public safety communications, or a related high-pressure, multitasking environment is preferred.
- An equivalent combination of education, training, and relevant professional experience that demonstrates the ability to perform the essential duties of the position will also be considered.

Required Licenses and/or Certifications:

- Possession of a valid Driver's License is mandatory and must be maintained throughout employment.
- Must have a reliable means of transportation and the ability to travel daily to and from the work site as required by job duties.
- Ability to operate a motor vehicle safely and comply with all state and local driving regulations.

Knowledge, Skills, and Abilities Required:

The successful candidate must possess the following knowledge, skills, and abilities, or be able to demonstrate — with or without reasonable accommodation — the capacity to safely and effectively perform the essential duties of the position using an equivalent combination of knowledge, skills, and abilities:

- 1) **Knowledge of Tama County and Surrounding Areas:** familiarity with or the ability to quickly learn the geography of Tama County, Iowa, including city and rural roadways, intersections, landmarks, and commonly referenced public and private facilities. Ability to accurately read and interpret street maps, grid overlays, and digital mapping systems to determine precise incident locations for emergency dispatch.
- 2) **Customer Service Principles and Public Interaction:** knowledge of professional customer service techniques, practices, and etiquette, with the ability to remain calm, courteous, and efficient while assisting distressed or agitated callers during stressful or life-threatening situations.
- 3) **Critical Thinking and Problem-Solving Abilities:** strong critical thinking skills, including the ability to quickly assess dynamic situations, prioritize responses, and make sound, informed decisions under pressure while adhering to established protocols and procedures.
- 4) **Record-Keeping and Documentation:** understanding of accurate record maintenance principles, practices, and procedures, including the ability to complete detailed call notes, dispatch logs, teletype messages, and various operational records in a timely and organized manner.
- 5) **Technical Proficiency in Communications Systems:** ability to learn and effectively operate a wide range of communications center equipment, including but not limited to, Computer-Aided Dispatch (CAD) systems, IOWA/NCIC criminal justice information systems, Enhanced 911 telephone systems, two-way radio consoles, multi-screen computer workstations, and geographical mapping software.

- 6) Knowledge of Public Safety Dispatch Operations:** ability to learn and apply communications center policies, procedures, operational protocols, and best practices associated with the receipt, prioritization, and dispatch of emergency and non-emergency calls for service.
- 7) Effective Oral and Written Communications:** ability to clearly, concisely, and professionally communicate information both verbally and in writing, including relaying complex details to emergency responders, documenting sensitive information, and interacting with the public.
- 8) Interpersonal and Interagency Coordination Skills:** ability to work cooperatively, courteously, and professionally with members of the public, law enforcement, fire services, EMS, public officials, supervisory staff, and co-workers, maintaining positive relationships and fostering teamwork in a fast-paced environment.
- 9) Professionalism and Composure Under Pressure:** demonstrated ability to maintain professionalism, composure, and emotional control while responding to high-stress, emotionally charged, or life-threatening incidents. Capacity to remain focused and productive during periods of heavy call volume or prolonged emergencies.
- 10) Sound Judgement and Emergency Response Coordination:** ability to exercise rapid, sound, and responsible judgment in emergency situations, effectively assessing call details and available resources to determine appropriate response actions.
- 11) Confidentiality and Information Security:** ability to handle and maintain the confidentiality of sensitive information, including criminal justice data, personal identifiers, medical information, and internal operational procedures, in accordance with legal mandates and agency policy.
- 12) Stress Management and Emotional Resilience:** capability to maintain emotional resilience and situational awareness during high-pressure situations, adapting to rapidly evolving events while ensuring public and responder safety.
- 13) Proficiency with Computer Systems and Multi-Screen Workstations:** skill in operating standard computer applications, specialized dispatch software, and law enforcement databases, including managing multiple monitors and simultaneously processing information from various sources.
- 14) Accuracy and Attention to Detail:** exceptional attention to detail and the ability to enter, track, and manage large volumes of data with a high degree of accuracy, ensuring critical information is captured and relayed correctly.
- 15) Records and Documentation Management:** skill in maintaining organized, up-to-date, and legally compliant records, dispatch logs, incident reports, and criminal justice documents, in both physical and digital formats.
- 16) Multitasking and Prioritization:** ability to effectively manage multiple tasks and demands simultaneously, often under conditions of frequent interruption, while maintaining focus on critical priorities.
- 17) Teamwork and Collaboration:** strong ability to establish and maintain cooperative, effective working relationships with co-workers, supervisors, emergency personnel, and partner agencies to promote a positive, collaborative, and supportive work environment.
- 18) Ability to Follow Instructions and Procedures:** demonstrated ability to understand, interpret, and follow oral and written instructions, operational procedures, and policy directives with accuracy and efficiency.

Physical Demands and Working Environment:

This position is performed in a professional office setting within an Emergency Communications Center. The role requires prolonged periods of sitting at a workstation while operating computers, telephones, radios, and other communications equipment.

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit for extended periods of time
- Use hands and fingers to operate communications equipment, computer keyboards, and control devices
- Talk and hear clearly to communicate effectively by telephone, radio, and in person
- Reach with hands and arms

The employee is occasionally required to:

- Stand, walk, and climb stairs
- Lift or move office supplies and materials weighing up to 20 pounds

This position involves working in a high-stress, fast-paced, and dynamic environment, requiring the ability to remain focused and composed for prolonged periods, especially during emergency incidents and periods of high call volume.

