

**Tama County**  
**Public Safety Telecommunicator**  
Job Description

Reports to: Communications Director

Department: 911

FLSA Status: Non-Exempt (Hourly)

Date: 1/21/2025

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**Position Summary:**

A Public Safety Telecommunicator is responsible for answering incoming calls in the Communications Center and dispatches emergency calls to emergency responders and non-emergency calls to the appropriate resources or agency in accordance with established procedures. Applicants with a charge of a Felony or Aggravated Misdemeanor may be disqualified.

**Essential Functions:**

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

1. Answering incoming emergency calls and obtains required information for a safe, efficient emergency response; obtains required information for emergency responses and enters related information into the computer aided dispatch (CAD) system; prioritize calls for service and notifies outside supervisors when officers or deputies are unavailable for immediate response.
2. Dispatches police, sheriff, fire departments, and EMS in accordance with established policies and procedures; utilizes CAD system to track and monitor the status of responding personnel.
3. Answers all non-emergency, alarm, and administrative calls; obtains all pertinent call information and enters a call for service into CAD system; refers call to appropriate agency or resource.
4. Maintains awareness of surrounding activities in the communications center involving other Call Takers and provides appropriate backup assistance as needed. Listens to the radio traffic.
5. Operates IOWA/NCIC computer system; providing support to authorized public safety personnel and agencies in accordance with local, state, and federal regulations.
6. Enters and clears warrants, stolen vehicles, missing persons, and missing or stolen articles into appropriate systems; enters and modifies orders of protection, as necessary. Completes secondary review of warrant entry and assists in warrant validation.

7. Maintains various forms, logs, dispatch related information, teletype messages, reports and other files and records according to established procedures.
8. Attends and participates in training and continuing education as required to maintain all required certifications.
9. Operates all radio consoles and support equipment; notifies management of any equipment issues.
10. Performs operator troubleshooting and maintenance of phone console equipment and workstation furniture.
11. Participates in special projects and assignments that are directly related to the mission, operations, and/or maintenance of the center.
12. Obtains IOWA/NCIC certification within six (6) months of hire and maintains this certification throughout employment.
13. Becomes certified through the Iowa Law Enforcement Academy as an Iowa Public Safety Telecommunicator within one (1) year of employment and maintains the certification through on-going trainings and updates.
14. Performs other duties as directed or as the situation dictates.

**Required Education:**

High school diploma or GED equivalent; AND some previous customer service or dispatch experience; OR an equivalent combination of education, training, and experience.

**Knowledge, Skills and Abilities Required:**

The individual must possess the following knowledge, skills and abilities or, if special accommodations are being requested, be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with reasonable accommodation, using some other combination of skill and abilities.

1. Knowledge and/or the ability to learn street locations and common places in Tama County and surrounding communities and to read maps to determine exact locations for dispatch.
2. Customer service principles, practices, and etiquette.
3. Critical thinking principles and practices.
4. Record maintenance policies, procedures, and practices.
5. Ability to learn the operation of the Communications Center equipment, including, but not limited to, input and retrieval procedures for the Computer Aided Dispatch system, the IOWA/NCIC computer system, the enhanced 911 system, and the geographical mapping system.
6. Ability to learn policies, operating procedures and methods utilized in the operations of the Communications Center.
7. Ability to communicate clearly and effectively, both orally and in writing.

8. Ability to deal tactfully and efficiently with the public, governmental officials, law enforcement, fire and EMS agencies, supervisors, and co-workers.
9. Ability to maintain a courteous and professional demeanor when dealing with the public, all public safety personnel, and coworkers.
10. Ability to respond rapidly, effectively, and exercise sound judgment in emergency situations, maintain the emotional composure necessary to organize work and maintain a high level of productivity during periods of stress or high activity.
11. Ability to handle and maintain information of a confidential and sensitive nature.
12. Maintaining composure in high stress situations.
13. Operating a computer including standard software and some specialized software; using multiple monitors.
14. Ability to perform duties with a keen sense of accuracy and attention to detail.
15. Maintaining accurate records and technical documents.
16. Completing multiple tasks simultaneously and with frequent interruptions.
17. Establishing and maintaining cooperative working relationships.
18. Communicating effectively verbally and in writing.
19. Ability to follow oral and written instructions.

**Supplemental Information:**

Works with: Law enforcement, fire, ambulance services, and various other public safety agencies and organizations. Local, state, and federal officials, the general public, businesses and community groups.

**Physical Demands and Working Environment:**

This job operates in a professional office environment. Work is performed in the Communications Center and requires sitting for long periods of time. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

**Position Type/Expected Hours of Work**

Days and hours of work are 2:00 PM to 10:00 PM.

**Required licenses, registrations, and certifications:**

Valid Iowa Driver's License

Motor vehicle and the ability to daily travel.

Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.

All requirements are subject to possible modification to reasonably accommodate qualified individuals/employee(s) with disabilities. Prospective employee(s) and incumbents are encouraged to discuss possible accommodations with the county.

Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the Public Safety Director.

**EMPLOYEE POSITION ACCEPTANCE**

I have thoroughly discussed the education, work experience and special requirements related to this position with the Public Safety Director and fully understand what is required in this position. I hereby accept this position and agree to perform the tasks required.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date