

TELECOMMUNICATOR I JOB DESCRIPTION

POSITION SUMMARY

The Mundelein Police Department Telecommunicator I is a civilian employee who is under the immediate Supervision of the Director of Support Services, Telecommunications Coordinator and under the direct supervision of the shift supervisor. A Telecommunicator I is the first point of contact a caller/resident has with the Joint Central Lake County ETSB and must always be courteous and professional. The telecommunicator I answers 911 emergency and non-emergency telephone lines, radio transmission, and dispatches Police/Fire personnel assuring prompt service and reliable communication with Police/Fire personnel.

RESPONSIBILITIES

1. Dispatch all Police/Fire/EMS units to locations provided by citizens requesting service or assistance.
2. Monitor fire band for mutual aid calls toned out by other agencies within fire departments jurisdiction.
3. Answer incoming telephone calls on 911 lines as well as all telephone lines in order to receive requests for service or assistance.
4. Answer all radio transmission directed to the Joint Central Lake County ETSB by Police, Fire, Public Works, and other Village units in order to receive information or request for assistance.
5. Monitor all radio traffic to stay up to date as field situations develop.
6. Assist citizens at the lobby window 24 hours a day with a multitude of tasks including (but not limited to):
 - Prepare bond sheets, process cash bonds payments for all types of violations.
 - Prepare Administrative Tow sheets and process payments
 - Process parking pass requests
 - Assist with driving directions
 - Screen complaint information and dispatch officer when necessary
7. Monitor in-bound messages from officers and other departments.

Courage. Pride. Commitment.

8. Monitor prisoners in the jail cells and in the prisoner processing areas through the video system.
9. Monitor the alarm board for fire/trouble/burglar alarms and dispatch units when needed.
10. Process handwritten traffic and non-traffic tickets.
11. Complete the court transmittal form.
12. Complete the basic L.E.A.D.S. certification courses.
13. Complete the Emergency Medical Dispatch (E.M.D.) certification course.
14. Attend work-related seminars and training when assigned.
15. Other Police Department duties as assigned by Telecommunications Supervisor or other member of the command staff.
16. The Telecommunicator must be willing to work shift coverage when situations such as sick time, staffing shortages and other emergency events occur.

REQUIREMENTS

A high school degree or equivalent is required. Two years previous experience desired. Must be able to work all shifts, including weekends and holidays. Must be able to remain calm in emergency situations. Employment is contingent upon successful completion of background investigation and drug screen.