

TELECOMMUNICATOR II JOB DESCRIPTION

POSITION SUMMARY

The Mundelein Police Department Telecommunicator II 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 II is the first point of contact a caller/resident has with the Joint Central Lake County ETSB and must always be courteous and professional. He/she answers incoming telephone calls, 911 emergency and non-emergency lines, radio calls, and dispatches Police/Fire personnel by radio in a manner assuring prompt service and reliable communication with police and fire first responders.

RESPONSIBILITIES

1. Demonstrate a clear understanding of the position of Telecommunicator I and provide thorough and concise work on behalf of the coordinator.
2. Ensure that all tasks inclusive of managerial tasks assigned will be completed in a timely and professional manner.
3. Provide training to new Telecommunicator and in-service training of current Telecommunicators.
4. Provide an accounting of all supplies and equipment necessary for the performance of telecommunications tasks.
5. Ensure key holder list is updated on a consistent basis, reflecting accurate owner identification as well as other relative information.
6. Other Police Department duties as assigned by telecommunications supervisor or other member of the command staff.
- 7.
8. Assist the telecommunications coordinator with processing subpoenas requests for audio recordings.

REQUIREMENTS

This position would require a minimum of two years of experience that meets the criteria provided under the job description for Telecommunicator I.

Courage. Pride. Commitment.

Telecommunicator II employees must demonstrate the ability to perform the tasks associated with Telecommunicator I and provide assistance in the efficient completion of managerial responsibilities as identified in, but not limited to the general responsibilities listed above.