

TELECOMMUNICATOR III JOB DESCRIPTION

POSITION SUMMARY

The Mundelein Police Department Telecommunicator III 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 III 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. A Telecommunicator III will support the Telecommunications Coordinator in the completion of various administrative tasks.

RESPONSIBILITIES

1. Demonstrate a clear understanding of the position of Telecommunicator II and provide thorough and concise work on behalf of the Telecommunicator Coordinator.
2. Ensure that all tasks inclusive of managerial tasks assigned will be completed in a timely and professional manner.
3. Assist the Telecommunications Coordinator with LEADS administration.
4. Assist the Telecommunications Coordinator with review of 911 Calls for Service.
5. Assist the Telecommunications Coordinator with processing subpoenas requests for audio recordings.
6. Assist the Telecommunications Coordinator with purchasing requests, for repairs or acquisition of new equipment.
7. Assist the Telecommunications Coordinator with review of staffing levels.
8. Other Police Department duties as assigned by Telecommunications Coordinator or other member of the command staff.
9. Evaluations of Telecommunicator' s, supervise and recommend discipline.

REQUIREMENTS

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

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