



## Public Safety Telecommunicator Lateral



### **Compensation**

The salary range for this position is \$24.80 - \$37.20 with the starting rate dependent on qualifications and experience. The hiring rate does not generally exceed midpoint of the range.

The Town of Payson offers a generous benefits package including participation in the Arizona State Retirement System, 156 hours of paid time off per year for the first two years of service with accruals increasing with years of service, and eleven paid holidays.

### **How to Apply**

A Town of Payson employment application is required and a resume is desired, both can be submitted on-line on the Town of Payson website, emailed to [sheap@paysonaz.gov](mailto:sheap@paysonaz.gov), or delivered to the address below. Please notify Human Resources in advance if you require special accommodations to participate in any phase of the selection process. For a complete job description and additional information, please visit the employment page of the Town of Payson's website at [www.paysonaz.gov](http://www.paysonaz.gov)

Open until filled.

### **The Town**

The Town of Payson, nestled among the majestic mountains of the Mogollon Rim, a 7,000 foot, 200 mile long escarpment, is located at the intersection of State Routes 87 and 260, 90 miles north of the Phoenix metro area and 90 miles south of the City of Flagstaff. Payson, surrounded by the Tonto National Forest and the world's largest stand of virgin Ponderosa Pines, is graced with spectacular natural beauty. At an elevation of 5,000 feet, the area enjoys a mild climate that accommodates year-round outdoor exploration. Residents and tourists alike enjoy snow covered, fragrant pine trees while cross country skiing in the winter and extremely pleasant temperatures in the spring, summer and fall while they hunt, fish or hike. As of the 2021 U.S. Census, the population of the Town of Payson was 16,516. Payson residents enjoy full-service public safety departments, a water utility, parks and recreation, library, and community development among other governmental services.

### **The Department**

It is the mission of the Payson Police Department to provide the highest quality of police services to our community. It is our responsibility to ensure that the people we serve can feel safe in their homes, at their places of employment, in our schools, and wherever they may travel within the corporate limits of the Town of Payson. The Police Department is made up of police officers, dispatchers, support personnel and volunteers who are all dedicated to the public safety of our residents and those who pass through our beautiful town.

### **The Position**

The fundamental reason this classification exists is to perform the full scope of duties of a Public Safety Telecommunicator in the areas of answering 911 calls, dispatching fire and emergency medical services, or dispatching police services. Duties include: receiving calls from the public; evaluating the calls for proper action; and initiating Police or Fire response by obtaining information required for dispatching field units. An employee in this class dispatches messages and calls by voice and computer to police or fire units and to maintain radio contact with mobile units. This position performs a variety of complex duties involved in the receipt and dispatching of emergency and non-emergency calls for law enforcement, fire, medical, animal control, and other emergency assistance. Work requires the use of a computer, typewriter and other communication appliances including telephone and radio broadcast equipment.

Town of Payson  
Job Description

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Position Title: Public Safety Telecommunicator

FLSA Classification: Non-Exempt

Department: Police

Pay Grade: 13

Reports To: Public Safety Telecommunications Manager

Approved By: Draft

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**GENERAL PURPOSE**

This position performs a variety of complex duties involved in the receipt and dispatching of emergency and non-emergency calls for law enforcement, fire, medical, animal control, and other emergency assistance. Work requires the use of a computer, typewriter and other communication appliances including telephone and radio broadcast equipment. May provide functional and technical coaching over less experienced staff. Receive general supervision from the Public Safety Telecommunications Manager or designee. This is the second of five classifications.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Questions callers to determine their locations and nature of their problems to determine the type of response needed;
  - Appeases and extracts information from citizens under stress;
  - Reads/interprets maps for public, field personnel, and other law enforcement/criminal justice agencies on order to assist in locating geographical areas and various mapping systems;
  - Interprets telephone or radio call and whether a police officer should be dispatched to the scene locations from maps by applying knowledge of streets, highway systems, and geography in order to provide appropriate and timely assistance;
  - Notifies Fire Department of medical emergencies;
  - Logs information received and/or transmitted;
  - Uses computer terminal to input, update query information, send teletypes and communication via TTY as needed;
  - Verifies warrants and interprets data returned to the terminal;
  - Dispatches calls to proper emergency units on the main police channel, police information channel, or the major incident restricted channel and enters appropriate information into a computer aided dispatch system;
  - Maintains constant radio contact with mobile units on assigned frequency;
  - Operates a Computer Aided Dispatching console consisting of a multi-button telephone system, base radio and computer terminal;
  - Prioritizes calls, monitors channels during critical incidents, determines appropriate officers to respond, and dispatches information to appropriate personnel;
  - Simultaneously maintains close contact with field units, communicating with Department employees, other law enforcement/criminal justice agencies, emergency service providers and the general public to obtain and disseminate information;
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- Maintains constant awareness of the status of mobile units and updates information as it changes;
- Receive emergency and non-emergency service calls from the public requesting law enforcement, fire, medical, or other emergency service.
- Determines nature and location of the emergency; determines priority and dispatches emergency units as necessary and in accordance with established procedures.
- Read and interpret maps using computer aided dispatching, maps, GIS and atlas's to assist the public and police/fire personnel. Interprets telephone or radio call locations to provide timely assistance.
- Assist irate or upset citizens involved in crisis situations.
- Maintain contact with all units in assignment; maintain status and location of law enforcement and fire field units via the computer; maintain daily bulletin on field calls and units dispatched.
- Enter, update, and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.
- Use telecommunications system to coordinate emergency calls and relay information and assistance requests involving law enforcement, fire/EMS, and public service agencies.
- Receive, respond to, and document requests for warrants and motor vehicle printouts; verify and file warrants; and document vehicle impound information.
- Perform a variety of record keeping, filing, indexing, and other general clerical work.
- Input and retrieve a variety of public safety information using a computer terminal.
- Maintain a variety of logs relating to public safety activities including arrest files, master case records, and tow company requests.
- Answer telephone and provide information to the public in person or by telephone.
- Test and inspect equipment as required.
- Perform detention duties as required; assist sworn officers in searching and transporting of prisoners
- Maintain the warrant and order of protection files, complete monthly review.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **PERIPHERAL DUTIES**

- Performs other duties, which may be assigned from time to time.

### **MINIMUM QUALIFICATIONS**

- Must pass an extensive history screening process as required by Arizona Criminal Justice Information Network.
- Must be able to pass a thorough background investigation.
- Must pass a hearing and physical examination.
- Ability to type 40 wpm with an accuracy of at least 90%.
- Successful applicants must live within a thirty (30) minute response time, or be willing to relocate within a period of one (1) year from date of employment.
- Work irregular hours such as holidays, nights and weekends.

#### **Education and Experience:**

- Graduation from high school or GED equivalent, supplemented by training in modern office procedures, methods, and computer equipment.
- Six (6) months experience as a 911 Radio Dispatcher
- Some experience operating a radio, computer equipment, or other communication equipment is highly desirable.
- Any equivalent combination of education and experience.

### Certifications & Licenses:

- Possession of, or must be able to obtain within six (6) months, a Terminal Operator's Certification issued by ACJIS.
- Must maintain certifications throughout the course of employment.
- Must obtain future certifications as required by governing authorities including the Town of Payson.

### Knowledge, Skills and Abilities:

- Knowledge of office procedures, methods and computer equipment.
- Knowledge of English usage, spelling, punctuation, and grammar.
- Ability to learn and demonstrate procedures used in operating computer aided dispatch and 911 systems.
- Ability to work under pressure, exercise good judgment, and make sound decisions in emergency and life threatening situations often based on a limited amount of information.
- Ability to read, understand and interpret moderately difficult to complex written information (e.g. policies, procedures, rules, regulations, statutes, etc.).
- Ability to learn and demonstrate compliance with policies and procedures of receiving and processing emergency calls.
- Ability to learn and demonstrate compliance with communication rules and regulations governing the operation of radio transmitting and receiving systems.
- Ability to learn and demonstrate compliance with standard radio broadcasting and dispatch procedures and rules.
- Ability to learn and demonstrate knowledge of the geographic features and streets within the areas served.
- Ability to learn and demonstrate principles and procedures of record keeping including the maintenance and security of police communications reports.
- Ability to learn and demonstrate general law enforcement codes, practices, and methods.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to type accurately at a speed necessary for successful job performance.
- Ability to understand and follow oral and written instructions.
- Ability to operate a computer terminal, teletype, and other office equipment.
- Ability to operate a multi-channel radio with multiple frequencies and distinguish a variety of radio voice transmissions.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to work within deadlines in order to complete assignments.
- Ability to establish and maintain cooperative working relationships with those contacted in the course of work.
- Ability to accept and apply constructive criticism and critiques.
- Ability to memorize, retain, and accurately recall information and codes.
- Ability to multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action.
- Must be able to perform detailed work with a high degree of accuracy, at times during stressful situations.
- Must be able to hear and understand verbal communications (person-to-person, radio, or telephone) in order to react quickly and effectively in emergency situations.
- Must be able to verbally communicate in a clear and concise manner in order to be easily understood in person-to-person, radio, and telephone communications.
- Experience with word processing software such as Microsoft Word, multi-line telephone systems, and transcription skills.



- Communicate effectively and cooperatively with other employees and the public.

**Additional Requirements:**

- Some positions may require the use of personal or Town vehicles on Town business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for Town business will be prohibited if the employee is not authorized town vehicle or if the employee does not have personal insurance coverage.
- Some positions may require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

**TOOLS AND EQUIPMENT USED**

Phone, switchboard, base radio, telephone, fax machine, pager, copy machine, calculator, typewriter, transcribing machine, TDD telephone, and personal computer.

**PHYSICAL DEMANDS**

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

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This position is required to sit 97-98% of the time and be mobile up to 2-3% of the work time. Accommodations can be made for standing. The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and, color vision and ability to adjust focus. While performing the duties of the job, the employee is constantly required to talk, hear, and use hands to finger. The employee is frequently required to reach and handle equipment with hands and arms. The position requires repetitive movements in office related activities such as typing, sitting and, talking in person and via telephone.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works indoors 100% of the time; working closely with others in a team environment and sometimes working alone. The noise level in the work environment is usually moderately quiet. Working rotating shift work, nights weekends and holidays are required.

**MENTAL ACTIVITIES**

**Reasoning:** Ability to apply common sense understanding to carry out assigned duties. Ability to reason with a diversity of cultures and individuals and difficult conditions and often strong and vocal viewpoints.

**Logic:** Ability to perform basic skills, including organizational and process management.

**Language/Communication:** Demonstrable ability to communicate clearly and concisely orally and in writing.

*All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

*In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.*

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_