ORDINANCE 85-6

TO AMEND THE 1985 SALARY ORDINANCE TO CREATE THE POSITION OF SENIOR TELECOMMUNICATOR IN THE POLICE DEPARTMENT.

BE IT HEREBY ORDAINED BY THE COMMON COUNCIL OF THE CITY OF BLOOMINGTON, MONROE COUNTY, INDIANA, THAT:

SECTION I. From and after the _____ day of January 1985 the following classified positions, salaries, and pay schedule for the Police Department shall be incorporated into Sections I and II of ORDINANCE 84-40, salary ordinance of appointed officers and employees of the City of Bloomington, Monroe County, Indiana, for the year 1985:

SECTION I.	Police Department	Salary
	Senior Telecommunicator	$7.10
	Telecommunicator	$6.91

SECTION II.	Pay Grade	Classification	Salary
	16	Senior Telecommunicator	$7.10
	14	Telecommunicator	$6.90

SECTION II. The rate shown as salary and wages for the position listed above is the maximum rate.

SECTION III. This ordinance shall be in full force and effect from and after its passage by the Common Council and approval by the Mayor.

PASSED and ADOPTED by the Common Council of the City of Bloomington, Monroe County, Indiana, upon this 6th day of February 1985.

Patricia A. Gross
Patricia A. Gross, President
Bloomington Common Council

ATTEST:

Patricia Williams
Patricia Williams, City Clerk

PRESENTED by me to the Mayor upon this 8th day of February 1985.

Patricia Williams
Patricia Williams, City Clerk

SIGNED and APPROVED by me upon this 8th day of February 1985.

Tomilea Allison
Tomilea Allison, Mayor
City of Bloomington

SYNOPSIS

This ordinance creates the position of Senior Telecommunicator within the Police Department and updates the present position of Dispatcher to Telecommunicator. This will allow the Police Department to have a person on each shift responsible for certain administrative task unique to the telecommuincations unit, in addition to their regular duties.

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personel
police
controller

Signed copies to:
Personnel
Police
Controller

JOB DESCRIPTION FOR SENIOR TELECOMMUNICATOR

I. SCOPE AND PURPOSE

It is the purpose of this job description to define the responsibilities of a Bloomington Police Department Senior Telecommunicator, and to clarify the position within the organizational structure of the department.

II. GENERAL DUTIES AND RESPONSIBILITIES

A. A Senior Telecommunicator is a working supervisor, working closely with Bloomington Police Department staff and other telecommunicators.

III. WORK RESPONSIBILITIES AND ASSIGNMENTS

A. Each of the Senior Telecommunicators shall be assigned some of the following responsibilities. Each Senior Telecommunicator should be familiar with all of the following as individual responsibilities may change as situations dictate.

1. Responsibilities of IDAX Coordinator

   a. Insure that all agency personnel utilizing system information are aware of the rules and policies of the IDACS Committee.

   b. Disseminate the contents of the IDACS/NCIC Newsletters to all terminal operators.

   c. Insure that Validation Reports are properly processed.

   d. Insure that terminal operators receive proper IDACS Training.

   e. Maintain NCIC and IDACS Manual revisions and disseminate information to operators.

   f. Advise IDACS of any changes in the agency head, the coordinator, agency address, or terminal site.

   g. Report all NCIC/IDACS rule violations and other improper uses to IDACS.

2. Schedule holidays, vacations and personal business days, and insure that time period is adequately staffed.

3. Schedule overtime hours with input from Watch Commanders.

4. Schedule lunch periods and breaks.

5. Responsible for liaison with other Senior Telecommunicators.

6. Accountable for work output.

7. Responsible for security and utilization of radio room and all equipment.

8. Contact communication repairman when needed.

9. Maintain records on employees, work time, vacations, sick time, etc.

10. Be familiar with City of Bloomington Employee Policies and Procedures, and the Police Department Policies and Procedures which apply.

11. Handle grievances from subordinates.

12. Assist in interviewing employees for respective jobs.

13. Instruct and train new telecommunicators.

14. Schedule telecommunicators for training.

15. Prepare necessary reports as needed.

IV. PUBLIC RELATIONS

The Senior Telecommunicator shall be available to discuss all relevant situations with the public about the conduct of telecommunicators.

V. JOB KNOWLEDGE

A. Have experience as a telecommunicator and be familiar with all equipment in the communication area and be prepared to make emergency repairs as authorized.

VI. COORDINATION AND OPERATIONS

The Senior Telecommunicator shall see that telecommunicators render assistance to other criminal justice agencies compatible to Bloomington Police Department policies.

VII. ECONOMY AND EQUIPMENT RESPONSIBILITIES

The Senior Telecommunicator shall make sure that the telecommunicators have adequate equipment and supplies to fulfill the job requirements.

VIII. WORKING CONDITIONS

Permanent shifts with rotating days off, some overtime may be required.

IX. MINIMUM REQUIREMENTS

A. Previous experience as a telecommunicator at the Bloomington Police Department

B. Ability to deal with sensitive and complex situations both with the public and with other telecommunicators.

JOB DESCRIPTION FOR TELECOMMUNICATOR

I. SCOPE AND PURPOSE

It is the purpose of this job description to define the responsibilities of a Bloomington Police Dept. Telecommunicator, and to clarify the position within the organizational structure of the department.

II. GENERAL DUTIES AND RESPONSIBILITIES

A. A police telecommunicator is a representative of the Police Dept. and the City of Bloomington. As such the telecommunicator is governed by not only legal but moral standards of the highest nature; therefore the telecommunicators philosophy must be of dedication to public service, submerging their own personal interest.

B. The duties, conduct and deportment will be governed by policy, rules and regulations and the orders of the supervisor in charge.

C. The telecommunicator shall carry out all duties assigned them in a professional and efficent manner.

III. WORK RESPONSIBILITIES AND ASSIGNMENTS

A. The telecommunicator on duty shall be acquainted with the following:

1. Dispatches police, fire, ambulance, and/or other equipment to specific locations as necessary; broadcast radio runs and additional information on complaints, such as: descriptions of wanted persons, stolen vehicles, lost children, prowlers, weather conditions, traffic conditions, etc., contacts additional emergency services personnel for radio runs; receives information from officers in the field and relays to designated personnel.

2. Answers telephone complaints and emergency calls; assess calls and determine needs of complainants; responds to questions and advises caller of proper action to be taken (if at anytime unsure will contact supervisor).

3. Enters appropriate information into the IDACS/NCIC computer, as well as returns same upon request from other agencies. Assists in validation of records.

4. Assists police units with requests for services (additional equipment). Recieves phone messages for officers in the field and broadcasts messages for officers in the field.

5. Monitors alarm systems, other radio broadcast by other agencies for information pertaining to the Department.

6. Maintains log on status of all police units in the field; point to point conversation and maintains public blotter as required.

7. Maintains security over equipment and communications; assists in security of building via tv monitor system.

8. It shall be the responsibility of the telecommunicator to see that all communications are sent back through channels as clear, neat and precise as possible.

9. It shall be the responsibility of the telecommunicator to see that no report or communication or any other information is given to any unauthorized person or agency; that he/she keep within the policies and procedures of the Bloomington Police Dept. at all times.

IV. PUBLIC RELATIONS *

A. The telecommunicator shall address all citizens in a courteous manner that will foster respect and confidence in the department.

B. The telecommunicator shall work to create good public and human relations with the community and other officers for the purpose of creating an atmosphere of trust and understanding.

V. JOB KNOWLEDGE

A. Knowledge of: All civilian employee administrative policies and procedures, as well as the SOP of the Bloomington Police Dept., and the functions and availability of City, State, and Federal Agencies; general knowledge of law enforcement theories, methods and procedures; proper telephone etiquette and proper police radio procedures; City geography; computer terminal operations; communication systems operation; Radio brevity codes; how to read and interpret a map.

B. Ability to: apply principles to solve practical problems; analyze problems quickly and take appropiate action under stress; speak clearly; effectively percieve and distinquish unfamiliar sounds; transcribe information from verbal communication; be able to spell and punctuate properly.

C. Thoroughness, detail, dependability, tact, diplomacy, and politeness required.

VI. COORDINATION AND OPERATION

A. The telecommunicator shall render assistance to all other law enforcement agencies if the request is compatible with department policy.

B. Must know, understand, and utilize the chain of command within the department.

VII. ECONOMY AND EQUIPMENT RESPONSIBILITIES

A. It is the telecommunicator's responsibility not to misuse any property or equipment owned by the Bloomington Police Department of the City of Bloomington, or that of any other agency.

B. Report any malfunction of equipment or it's misuse to proper authority.

VIII. WORKING CONDITIONS

A. Permanent shifts with rotating days off, some overtime may be required as requested by supervisor.

IX. MINIMUM REQUIREMENTS

A. Ability to type, previous dispatching experience or experience in dealing with the public preferred or equivalent education preferred; auditory discrimination, listening comprehension and listening skill.

B. Ability to handle sensitive and complex public and Departmental contacts; clear and distinct articulation; must be able to pass a professional hearing test.