



Code: 8633
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: POLICE COMMUNICATIONS OPERATOR-TRAINER

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates activities and conducts training for police communications staff working at the 9-1-1 emergency communications dispatch center, and performs related duties as required

ESSENTIAL DUTIES

- Functions as the on-the-job trainer for newly hired Police Communications Operator I and II staff
- Assists in the development, maintenance, and implementation of course curriculums, lesson plans, course objectives and tests
- Assists in the preparation of new and refresher training materials (e.g., handouts, manuals, notices, bulletins, etc.)
- Conducts classroom, computer simulation, oral/written exercises, and on-the-job training for new and promoted call taking and dispatching personnel
- Instructs personnel in the proper techniques and equipment utilized in emergency management call taking and dispatching (e.g., codes, phone and radio etiquette, use of Computer Aided Dispatching system)
- Instructs staff on standard policing and emergency communication operations, policies, procedures, and directives
- Collects testing materials, scores tests, logs, and maintains results
- Observes and evaluates the performance of personnel assigned to the training program to ensure proper emergency operation procedures are followed
- Conducts training sessions for emergency management personnel (e.g., Traffic Control Aides, Police Officers) on emergency communication protocols and the computer aided dispatch system
- Attends continuing education courses and recertification classes and conducts specialized training programs for staff (e.g., Cardiopulmonary Resuscitation, Stress Management, Hazardous Materials, and Law Enforcement Agency Data System training)
- Creates and maintains electronic training records, statistical and ad hoc reports
- Represents the department at community meetings and other external events to promote emergency management awareness, as required
- When not performing training as the primary job responsibility, will perform Police Communications Operator I and II duties as assigned
- Maintains proficiency in job functions performed by Police Communications Operator I and II

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- High School Diploma or equivalence certificate (GED), plus two years of work experience receiving, and processing or dispatching emergency calls for the City of Chicago; or an equivalent combination of education, training, and experience
- Prior to appointment, successful bidders must have experience as an on-the-job (OTJ) Police Communications Operator I and II trainer and compensated as such

Licensure, Certification, or Other Qualifications

- LEADS certification is required

WORKING CONDITIONS

- Emergency communications facility environment
- Assignment duty hours may be anytime. Department operates twenty-four (24) hours a day, every day of the year, including weekends and recognized holidays

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Computer-aided dispatcher system (e.g., headset, three-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, TTY communications equipment for the hearing impaired)
- Two-way radio

PHYSICAL REQUIREMENTS

- Ability to sit for extended periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *geographical locations in the City
- principles and practices of group facilitation
- developing training curriculums, manuals and materials
- *communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- *methods, practices, and terminology used in dispatch communications in real time response situations
- *law enforcement procedures related to police operations and police dispatching

Moderate knowledge of:

- applicable computer equipment and software
- emergency management response planning, notification procedures, and protocols
- City traffic operations and street systems

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Police Communications Operator II class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Police Communications Operator II class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS – Come up with a number of ideas about a topic
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

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- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Police Communications Operator II class

Other Work Requirements

- CONCERN FOR OTHERS – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
- SELF-CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior

Other work requirements as required for successful performance in the Police Communications Operator II class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
June, 2022