

KANSAS CHAPTER

TELECOMMUNICATOR OF THE YEAR

Submissions must be received by 7 AM Monday, March 11, 2019

Eligibility

Nominees must have been employed in the applicable category by a public safety agency any time between January 1, 2018 and December 31, 2018. Nominees do not have to be members of APCO. Persons being nominated must be residents of Kansas, United States.

Instructions

When completing your nomination for submission please ensure you have selected the correct category and that you provide as much detail about the nominee in your nomination as possible. To assist you we have included below a list of sample job titles as well as sample job responsibilities. They are not all inclusive as you know agencies job titles vary across the state. Please note that nominations submitted in incorrect categories will be disqualified from the judging process.

If you have any questions, please email Angela Murphy at amurphy@allencounty911.org for assistance any time.

Sample Job Titles

Call Taker, Dispatcher, Emergency Communications Operator, Public Safety Dispatcher, Telecommunicator, etc.

Sample Responsibilities:

- Functions as a frontline dispatcher or call taker for police, fire, and/or EMS agencies.
- Operates telecommunications equipment to receive emergency and non-emergency phone calls.
- Operates radio equipment to dispatch, monitor and communicate with first responders.
- Ability to prioritize multiple calls for dispatch to determine type and level of response necessary.
- Ability to work through periods of high call volumes and priority incidents without sacrifice to decisions and quality of work.
- Ability to obtain, prioritize and relay information from a caller to a dispatcher via CAD or manual systems. Consistently thinks clearly and responds quickly to a wide variety of emergency situations.
- Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls.
- Operates all required computer and telephone system with essential peripherals and program applications efficiently.
- Assists other employees as necessary when not occupied with primary call answering/dispatch responsibilities.
- Relays information to a dispatcher (if a separate position) via CAD or manual dispatch cards.
- Maintains appropriate security and confidentiality of information created, encountered or requested (i.e. cellular traces) in the performance of assigned duties.
- Coordinates with outside agencies to gather information, make referrals, or dispatch assistance (mutual aid).
- Works in a coordinated team manner; functions in a collaborative manner with co-workers to ensure a successful outcome.

Nominator Tips & Resources

Please provide as much detail about the nominee in your nomination as possible. Include specific examples to emphasize and illustrate exemplary performance.

Completing this form

- Save a copy of the downloaded version of this document to your computer's hard drive. Nominations will only be accepted using this form.
- Type the required information directly into the saved version of the document.
- Be sure to include information for all requested sections.
- Include specific facts or examples wherever possible to back up your comments.
- Ask someone to proof the form before you submit it: Are there grammatical errors? Is there information that is unclear? Do the descriptions provide enough detail to "paint a picture" of the performance and contribution of the nominee to public-safety communications?

Submitting your nomination

Email the completed nomination form and any supporting recordings or documents as an attachment to 1st Vice President Angela Murphy at amurphy@allencounty911.org Please place **TCOY** in the Subject Line of email submissions. If you cannot email the supporting materials because they are too large, they may be mailed (snail mail) to Angela Murphy c/o Allen County 911, 410 N. State, Iola, KS 66749

Award Nominee

Name of person being nominated	
Position title of person being nominated	
Agency	
Address	
Address (cont)	
City	
State	KS
Zip	
Phone	
Email	

Nominator Information

Name of person nominating	
Title of nominator	
Agency	
Address	
Address (cont)	
City	
State	KS
Zip	
Phone	
Email	

How did you learn of the award? Through APCO Chapter



The Criteria

Nominators – Please answer each question on this form individually under the questions. You may do so by expanding the space after each question or repeating the questions on additional pages as needed to answer each question separately. Each answer has a number value so questions left unanswered will negatively influence the scoring of the nomination.

1. Describe the nominee's public safety communications agency. Please include staffing levels, size, and discipline (law, fire, EMS, PSAP only, etc.).
2. Describe the nominee's daily and additional pertinent duties and responsibilities.
3. Tell us how long the nominee has been at this job? Do they have any previous public safety communications experience?
4. Describe how the nominee functions as a team player.
5. Describe how the nominee demonstrates his/her knowledge of the profession and flexibility in task assignments? Provide an example of how the nominee may go above and beyond what may be required of an individual in this position.
6. Describe the nominee's personal and professional interaction via radio and telephone with agency clients and members.
7. Describe the nominee's overall performance throughout the year.
8. Explain how the nominee exemplifies the "customer service" skills that often define how the calling public and public safety agencies dispatched perceive call takers and dispatchers.
9. In one page or less, describe why the candidate should receive the 2019 Kansas Chapter of APCO International Public Safety Communications Telecommunicator of the Year award.

*Don't forget to **Save** your Document and submit it to amurphy@allencounty911.org*