### 2017 MISSOURI PUBLIC SAFETY COMMUNICATIONS AWARDS

### TELECOMMUNICATOR OF THE YEAR

#### The deadline for all nominations is February 15, 2017

**Instructions**

**Eligibility**

Nominees must have been employed in the applicable category by a public safety agency any time between February 1, 2016 and January 31, 2017. Nominees do not have to be members of APCO or NENA.

**Sample Responsibilities**

1. Functions as a front line dispatcher or call taker for police, fire, and/or EMS agencies.
2. Operates telecommunications equipment to receive emergency and non-emergency phone calls.
3. Determines situations from callers and ascertains all required information for dispatch of a call.
4. Relays information to a dispatcher (if a separate position) via CAD or manual dispatch cards.
5. Operates radio equipment to dispatch first responder units to request emergency services; receives radio traffic from first responders; monitors emergency and support radio frequencies.
6. Maintains unit status and practices both decision-making and multitasking skills.
7. Operates computer equipment to assist both officers and citizens with the retrieval of information.
8. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.

**Completing this form**

* Save a copy of the downloaded version of this document to your computer’s hard drive.
* 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 as an attachment to [roger.martin@mshp.dps.mo.gov](mailto:roger.martin@mshp.dps.mo.gov). You will receive a return email confirming receipt of your nomination. **IF YOU DO NOT RECEIVE CONFIRMATION WITHIN 5 DAYS - PLEASE CONTACT Roger Martin 573-644-3870.**

If unable to email the nomination, you may FAX it to (573) 526-6274 attention Roger Martin or mail to:

MSHP HQ - ICTD

1510 East Elm Street

Jefferson City, MO 65101

ATTN: Roger Martin, OPS Training.

**WE WILL CONFIRM RECEIPT. IF YOU DO NOT RECEIVE CONFIRMATION WITHIN 5 DAYS - PLEASE CONTACT Roger Martin 573-644-3870.**

### TELECOMMUNICATOR OF THE YEAR

**Award Nominee Information**

|  |  |
| --- | --- |
| Name: | |
| Agency: | |
| Job Title: | |
| Agency Address:  City: MO Zip Code: | |
| Agency Phone Number (including area code): | Agency Fax Number (including area code): |
| Email address: | |

**Nominator Information**

|  |  |
| --- | --- |
| Name (one individual only, please): | |
| Agency: | |
| Job Title: | |
| Agency Address:  City: MO Zip code: | |
| Agency Phone Number (including area code): | Agency Fax Number (including area code): |
| Email address: | |

**The Criteria** - Answer each question individually. Do so by expanding the questions below:

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 and any previous public safety communications positions the nominee has held.**
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 Missouri Public Safety Communications Telecommunicator of the Year award.**