



Telecommunicator of the Year

The ***Telecommunicator of the Year award*** is presented to an individual Telecommunicator in recognition of his/her commitment to public safety and his/her exemplary handling of a specific call for emergency assistance. Consideration is given to skills and knowledge exhibited in the areas of communication and leadership, and the Telecommunicator's ability to respond to unusual or special circumstances.

Eligibility Criteria:

Nominees must have been employed in the applicable category by a public safety or 9-1-1 administrative entity anytime between January 1, and December 31 of the prior calendar year. Membership is encouraged; however, nominees do not have to be members of NENA to participate. Persons submitting a nomination or being nominated must be residents of Texas.

Award Recipient Receives:

- Conference registration
- One night hotel accommodations

Qualities:

- Functions as a front line dispatcher or call taker for police, fire, and/or EMS agencies.
- Operates telecommunications equipment to receive emergency and non-emergency phone calls.
- Determines situations from callers and ascertains all required information for the dispatch of a call.

- Relays information to a dispatcher (if a separate position) via CAD or manual dispatch cards.
- Operates radio equipment to dispatch first responder units to request emergency services, receives radio traffic from first responders, and monitors emergency and support radio frequencies.
- Maintains unit status and practices both decision-making and multitasking skills.
- Operates computer equipment to assist both officers and citizens with the retrieval of information.
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.

Questionnaire:

Nominators – **Please answer each question on this form individually under the questions.** Nominations will not be accepted unless all questions are answered.

1. Provide nominee's agency's name, staffing levels, size, and discipline (law, fire, EMS, PSAP, etc.).
2. How long has the nominee been at this job or another public safety communications position?
3. 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.
4. Describe a specific call handled by the nominee that demonstrates his/her ability to go above and beyond what may be required of an individual in this position. The call should reflect his/her use of the teleTelecommunicatorll set including some of the following abilities:
 - Listen and comprehend the caller's request for help
 - Take command of the conversation to obtain necessary information
 - Multitask
 - Make independent decisions related to the proper emergency response

- Think and respond quickly and/or creatively as the emergency situation dictates
- Reassure a frightened, confused, or upset caller
- Remain calm and maintain professional discipline in handling an emergency call
- Respond as special circumstances dictate, including coordinating multi-jurisdictional agency responses, or local resources other than public safety.