

Eugene Police Department Volunteer Position Description

Position:	911/Teletypewriter (TTY) Training Support
# Volunteers Needed:	Five
Location:	Communications/911 Center, 1735 West 2 nd Avenue
Schedule:	24/7
Commitment:	1-2 hours/week (for the duration of the training period)
Supervisor:	Steve Peterson, Lead Communications Specialist
Objective:	Communications/911 Center personnel are required to receive TTY training no less than two times annually as mandated by the Department of Justice and the Americans with Disabilities Act. Volunteers will assist with a variety of TTY training support duties.

Description of Duties

- Make a variety of TTY test calls to 9-1-1 center personnel
- Use scenario based calls
- Use Ultratec TTY machine
- Maintain testing documents

Requirements

- Ability to make calls at various hours of the day/day of week (testing periods may last one to two weeks to accommodate personnel on all shifts)
- Ability to use TTY machine
- Ability to fill in detailed TTY reports
- Skills in listening and communicating by telephone and in-person
- Willingness to ask questions and seek clarification if unsure of task
- Willingness to conform to quality control of work and accept feedback
- Commitment to comply with confidentiality requirements and police procedures
- Positive and supportive attitude with people of all backgrounds and abilities
- Supportive of the philosophy of the Eugene Police Department and comfortable working within a police environment which sometimes involves people-related emergencies and crisis conflict management
- Ability to pass a police background check

Training and Preparation

- Orientation with the Volunteer Coordinator or designee and on-the-job training.

For additional information, contact Carrie Chouinard, Volunteers in Policing Program Manager at (541) 682-5355 or carrie.f.chouinard@ci.eugene.or.us.