

PHYSICAL & MENTAL REQUIREMENTS/WORKING CONDITIONS									
City of Virginia Beach, VA									
Job Title:	Public Safety Emergency Telecommunicator IV					Position Number(PCN):	B.004974.1		
Div./Office:	ECC 010 Emergency Communications	Approver's Name							
Date of Last Update:	March 16, 2026	Approver's Title							
Fields to the right (Y/N): The position's status AND If the background check must be passed by the incumbent									
Safety Sensitive:		Yes	Child Protective Services (CPS) Background:		No	VCIN Background:		Yes	
CJIS Certification:		Yes	PREA Certification:		No	Subject to Barrier Crime Provisions:		No	
REQUIREMENTS									
FREQUENCY: Seldom = Infrequent, < 5%; Occasional = 5% to 25% of time on job; Frequent = 25% to 75% of time on job; Constant = Over 75% of time on job.									
Typical DURATION: Short = < 1 hr per occurrence; Moderate = 1-2 hrs per occurrence; Substantial = 2-6 hrs per occurrence; Long = > 6 hrs per occurrence.									
Physical Demands				Working Conditions					
Element	Condition/Level/Value	Frequency	Duration	Element	Condition/Level/Value	Frequency	Duration		
Standing		Occasional	Short	Working Outside: in all weather conditions			N/A	N/A	
Walking		Occasional	Short	Working Alone: out of communication w/others			N/A	N/A	
Sitting		Constant	Long	Extreme Temperatures	N/A	N/A	N/A		
Reaching	Lower than shoulder level	Frequent	Short	Extreme Wetness			N/A	N/A	
Lifting	Up to 10 lbs.	Occasional	Short	Extreme Dryness			N/A	N/A	
	Up to 25 lbs.	Occasional	Short	Exposure to Traffic			N/A	N/A	
Carrying	Weight:	N/A	N/A	Congested Area/Workspace			N/A	N/A	
	Distance:	N/A	N/A	Confined Space- Permit REQUIRED			N/A	N/A	
Pushing	Estimated weight-resistance equivalency			Working Below Ground			N/A	N/A	
	N/A	N/A	N/A	Working at Heights (ft.)			N/A	N/A	
Pulling	N/A	N/A	N/A	Noise Level: > 85 decibels TWA for 8 hrs.			N/A	N/A	
	N/A	N/A	N/A	Vibrations			N/A	N/A	
Working Overhead	Weight:	N/A	N/A	Body area(s):			Ex- Trunk, shoulders, arms, and hands.		
				Dust / Dirt / Particulate			N/A	N/A	
Climbing Stairs	N/A	N/A		Radiation			N/A	N/A	
Climbing Ladders	N/A	N/A		Silica/Fiberglass			N/A	N/A	
Balancing	N/A	N/A		Asbestos			N/A	N/A	
Stooping	N/A	N/A		Aerosols & Gases			N/A	N/A	
Kneeling/Squatting	N/A	N/A		Hazardous Materials /Chemicals			N/A	N/A	
Bending	N/A	N/A		Petroleum Products			N/A	N/A	
Crawling	N/A	N/A		Electrical Hazard			N/A	N/A	
Explosive Strength: Short bursts of muscle force to propel oneself.	N/A	N/A		Fire Hazard			N/A	N/A	
Trunk Strength: Use of abdominal and lower back muscles.	N/A	N/A		Infectious Diseases Exposure			N/A	N/A	
Dynamic Strength: Use of muscle force repeatedly or continuously & resistant to fatigue.	N/A	N/A		Type(s):			Ex- Repair sewer pipes; empty residence trash cans.		
Repetitive Limb Movement	Fingers/Wrist	Frequent	Substantial	Symbols:			< equal to or less than	< less than	
	Arm/Shoulder	Frequent	Substantial				> equal to or greater than	> greater than	
Dexterity	Use of computer keyboard	Constant	Substantial						
	Handwriting	Frequent	Short						
Repetitive Twisting	N/A	N/A	N/A						
Awkward Positions & Motions	N/A	N/A	N/A						

Sensory Demands					Working Conditions (cont.)			
Element	Condition/Level/Value	Frequency	Duration		Element	Condition/Level/Value	Frequency	Duration
Vision	20/40 w/correction	Constant	Long		Hazardous Surfaces	N/A	N/A	N/A
Hearing	Conversational level	Constant	Long		Other Hazards	N/A	N/A	N/A
Smell	N/A	N/A	N/A					
					Hours Worked	Rotating shift	Constant	
Touch	N/A	N/A	N/A			More than 40 hours/week	Constant	
						More than 8 hours/day	Constant	
Voice	One-on-One	Constant	Long		Telework Eligible	No		
Personal Protective Equipment (PPE)					Equipment Operation & Use			
Category	Type	Frequency	Duration		Category	Type	Frequency	Duration
Eye and Face Protection	N/A	N/A	N/A		Motor Vehicles	N/A	N/A	N/A
					Heavy Equipment	N/A	N/A	N/A
Respiration Protection	N/A	N/A	N/A					
Hearing Protection	N/A	N/A	N/A		Other Equipment or Machinery	N/A	N/A	N/A
Head Protection	N/A	N/A	N/A					
					Hand-Held Power Tools	N/A	N/A	N/A
Hand Protection	N/A	N/A	N/A					
Foot Protection	N/A	N/A	N/A		Hand Tools and Instruments	N/A	N/A	N/A
Body, Arm, and Leg Protection	N/A	N/A	N/A		Office Machines & Equipment	Computer	Constant	Substantial
Operator License					Commercial Driver's License			
NOTE: If CDL is required, show CDL Class in element to right.	Type				VA DMV requires: 20/40 in each eye w/o telescopic lens & ≥140° horizontal vision.	N/A		
	N/A							
Other physical or sensory demands, working conditions, equipment, hazards, PPE, etc., not indicated above:								

Mental Requirements	
Evaluate based on the level of complexity [least to most] inherent in the job using the examples provided; then select the number from the drop-down list that matches the column which best represents the mental demand required in each element.	
1 Comprehend Verbal Communication - Understand information and directions which are provided verbally	
Job requires the ability to understand and follow:	
Detailed information gained from an interview or investigation where interpretation and evaluation are required to make a judgement on the accuracy of the information and the appropriate course of action.	
2 Communicate Orally - Verbally express thoughts and directions	
Job requires:	
Communicating specialized information to co-workers, supervisors or customers.	
3 Comprehend and Follow Written Material or Instructions - Understand written material, interpret appropriately, and adhere to the procedures stated.	
Job requires ability to comprehend:	
Step by step written instructions where guidance and clarification are typically available.	
4 Written Communication Skills - Express thoughts and directions in writing	
Job requires:	
Preparation of written information providing specialized information in the form of a letter, memo or report.	
5 Maintain an Appropriate Work Pace - The flow or rate of incoming work assignments and the expectations for completion of tasks	
Job requires ability to adhere to work schedule:	
In a fast paced environment where the issues involve the lives and safety of citizens.	
6 Perform Complex or Varied Tasks - The variety of tasks and assignments and the level of complexity of those tasks/assignments	
Job requires ability to perform:	
A variety of tasks at the specialist or leader level.	
7 Interact and Relate to Peers, Co-Workers, or the Public - The nature and level of interaction with others required of the job	
Job requires interaction:	
With others outside of the immediate work unit/agency, typically one-on-one, responding to inquiries or responding to requests for services.	
8 Decision Making & Reasoning Ability - The extent to which the job requires logic to analyze information, draw conclusions/ generalizations, and make decisions based on facts	
Job requires:	
Considerable reasoning and decision making. Issues and/or data are interpreted and evaluated, alternatives are evaluated, and recommendations are made for resolution of issues.	
9 Memory and Recall - The body of stored knowledge required and the retrieval of that information to accomplish duties	
Job requires the ability to:	
Remember detailed methods and procedures and apply them to work being performed.	
10 Flexibility and Adaptability - The extent to which one must adjust to changing circumstances and expectations, take on new challenges on short notice, and/or deal successfully with changing priorities and workloads	
Job requires flexibility and willingness:	
To adjust to non-typical conditions or situations where a new or different process/procedure must be utilized to accomplish work.	
11 Attention Span - Sustained attention or the time spent continuously on task without becoming distracted to successfully perform duties	
Job tasks are:	
Varied and typically of moderate duration requiring sustained focus. Lapses may result in injury or legal or financial liability.	
12 Attention to Detail - Thoroughness and accuracy are required to accomplish tasks	
Job tasks:	
Involve numerous and various details, some of which have subtle differences, that require continuous and close attention to detail to facilitate accuracy of outcome. Inattention to detail could result in legal or financial liability.	
13 Reaction Time - Describes work that requires an immediate response or decision	
Job requires the ability to:	
Provide an immediate response/decision to situations outside of normal daily operations, procedures or processes. Untimely response/decision could lead to serious injury, or legal or financial liability.	
14 Direct, Control, and Plan the Work of Others - Determine the time, place and sequence of work procedures, operations, and actions. Establish goals and objectives, motivate, and promote cooperation and teamwork in the work group	
Job requires:	
No supervision or management of staff.	
15 Influence Others - Obtain cooperation from others to accomplish tasks and objectives	
Job requires:	
Obtaining support and cooperation from citizens and outside groups to accomplish objectives.	
16 Stress Tolerance - Ability to perform duties without anxiety when faced with difficulties. Having positive stress tolerance is being able to stay calm in situations of heavy workload, tight deadlines, and/or difficult customers	
Job requires the ability to:	
Job requires the ability to handle stress associated with situations with inherently high degrees of danger, typically emergencies.	