

COMMUNICATIONS OFFICER 1308

POLICE DEPARTMENT

REPORTS TO: Communication Supervisor
FLSA STATUS: Non-Exempt
CLASSIFICATION: Personnel System
PAY GRADE: 13
SAFETY SENSITIVE: Yes

Purpose of Job

The purpose of this job is to perform specialized work duties involving receiving/processing requests for emergency assistance within the telecommunications section. Duties and responsibilities include, but are not limited to; receiving, classifying and prioritizing incoming emergency calls; dispatching appropriate police and emergency personnel; operating telephones, communications equipment and law enforcement computers; acting as a liaison between callers and police/fire/emergency representatives; and performing additional tasks as assigned.

Job Related Requirements

May be required to work on religious holidays.

Regular and predictable attendance is required.

Must work cooperatively with others.

When requirements include vehicle operation, responsible for the safety, readiness and operation of the vehicle and must abide by ACC's safe driving policy.

Emergency Position

This position is designated as an emergency position that requires your attendance at work under all types of emergency conditions. Some examples of emergencies include inclement weather, utility failure, fire or other forced evacuations or as determined by the Manager.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers the telephone; evaluates and processes calls; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.

Receives, monitors, and dispatches radio communications traffic for Police, Fire and Sheriff's Departments and all E-911 calls.

Receives and screens all incoming telephone calls from the public and from other police/public safety agencies; categorizes and prioritizes calls; receives calls and takes messages for police personnel.

Dispatches appropriate agency personnel to incident locations; dispatches backup units, ambulances, fire fighters and wreckers as appropriate.

Provides field officers with necessary information upon request, including license, insurance, tag and warrant

checks, background info or persons locations.

Conveys information to general public, public safety agencies, businesses, utilities and other police personnel within the department.

Makes written reports from telephone information; generates incident card for calls necessitating action by field units.

Maintains continuous log of incoming telephone/radio calls and officer availability; monitors position of field officers.

Maintains wrecker list, arrest log, BOLO log, extra patrol log, barred list log, and record of house check calls and cancellations.

Monitors and routes incoming messages from national and state computer networks; enters/removes information as requested into National, state and department computer system, including information on missing persons, stolen articles, wanted persons, etc.

Monitors and routes incoming calls from Civil Defense and National Weather Service.

Monitors alarm board; logs burglar/fire alarm calls.

Tests all Fire Department radio equipment at beginning of day shift

May assist in training new Communications Officers.

Performs basic computer maintenance tasks.

Responds to routine requests for information from officials, employees, and members of the staff, the public or other individuals.

Prepares and/or generates routine correspondence, letters, memoranda, forms, reports and other documents via computer and/or typewriter.

Uses knowledge of various software programs to operate a computer in an effective and efficient manner.

Responds to a wide range of questions from public including many non-public safety inquiries.

Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of the policies, procedures, and activities of the Police Department as they pertain to the performance of duties relating to the position of Communications Officer.

Knowledge of the terminology used within the department.

Knowledge of applicable federal/state statutes, local ordinances, departmental policies and procedures, and departmental methods as required in the performance of duties.

Knowledge of regulations and procedures of state and national crime information centers, the geography and road system of Athens-Clarke County, dispatching procedures, and radio codes used by Police, Sheriff and Fire Departments.

Knowledge and ability to operate various equipment including a computer, copier, telephone, recorder, and radio/communications equipment.

Skill in oral/written communications, dealing with the public, making decisions accurately and rapidly, and

maintaining records and writing reports.

Ability to compile, organize, prepare and maintain an assortment of records, reports and information in an effective manner and according to departmental and/or governmental regulations.

Ability to communicate effectively with supervisors and other staff members.

Ability to use independent judgment in routine and non-routine situations.

Ability to handle required mathematical calculations.

Ability to utilize and understand computer applications and techniques as necessary in the completion of daily assignments.

Ability to plan, organize and/or prioritize daily assignments and work activities.

Ability to comprehend and apply the regulations and procedures of the department.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.

Must be a United States Citizen as required by P.O.S.T.

Requires possession of or ability to obtain certification for NCIC and GCIC.

Position requires a 12-month probationary period.

One year of experience in radio and telecommunications or related experience preferred.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of machinery and equipment including a computer, copier, telephone, recorder, and radio/communications equipment. Must be able to use body members to work, move or carry objects or materials. This position requires: walking, standing, bending, stooping, fingering, grasping, feeling, seeing, talking, and hearing. Requires sitting for extended periods of time. Must be able to exert up to ten pounds of force occasionally. Physical demand requirements are at levels of those for sedentary work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to hear, speak and/or signal people to convey or exchange information. Includes giving/receiving assignments and/or directions to/from co-workers, assistants or supervisors.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, methods and procedures. Requires the ability to prepare letters, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

INTELLIGENCE: Requires the ability to learn and understand relatively complex principles and techniques; to acquire and be able to expound on knowledge of topics related to primary occupation; and to make independent

judgment in the absence of management.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of administrative, technical or professional languages including law enforcement, emergency medical, radio codes and police communications terminology.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with a variety of machinery and equipment including a computer, copier, telephone, recorder, and radio-communications equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands, fingers, and eyes accurately in using office and radio/communications equipment. Requires the ability to use the keyboard, lift, bend, push, and pull objects or materials using body parts as the position necessitates.

MANUAL DEXTERITY: Requires the ability to handle a variety of items such as automated office equipment, radio/communications equipment, and office/computer supplies. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate between colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under considerable stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (Talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear). Must be able to communicate via telephone, two-way radio, etc.