

# Communications Officer

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate technical work receiving and dispatching emergency and non-emergency calls for service, assisting public with information, entering data into computer, and related work as apparent or assigned. Work is performed under the moderate supervision of the assigned departmental supervisor.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

Receiving emergency and non-emergency calls for service in person, via telephone and radio.

Obtains detailed caller information and verifies location and nature of complaint.

Logs emergency and non-emergency calls; enters a variety of information into the computer aided dispatch system.

Maintains VCIN/NCIC records.

Determines nature of call and dispatches appropriate emergency and/or non-emergency personnel; provides special event and general information to callers.

Relays information between responders; creates radio and phone patches/link for responder communication.

Monitors multiple radio frequencies.

Compiles and records prisoner information/data as requested; enters information into prisoner log book.

Searches prisoners at the request of Police Officers.

Performs and documents physical check of prisoners in holding cells.

Serves as after hours paging call center for various departments; acts as relay information center between emergency service providers to utility companies.

Provides general administrative support to department personnel; confirms appointments, meetings and transports; provides directions to various locations and businesses inside and outside the City; responds to inquiries or directs callers to appropriate party for disposition.

## Knowledge, Skills and Abilities

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the City and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

## Education and Experience

High school diploma or GED and minimal experience in basic office support, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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## Special Requirements

Possession of or ability to acquire first aid and CPR certifications within six months of employment. Possession of or ability to acquire basic dispatch, emergency medical dispatch, and VCIN/NCIC certifications within one year of employment.