



Range: 18
FLSA: Non-exempt
Date: October 12, 2024

COMMUNICATIONS SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of dispatching duties for emergency and non-emergency calls; to operate a variety of communication equipment including radio, telephone, and computer systems; and to gather, receive, enter and interpret data and information.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Communications and Records Supervisor.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties depending on which main function of the department you may be assigned, may include, but is not limited to, the following:*

Essential Functions:

1. Receive emergency and non-emergency calls for service; dispatch field units accordingly or refer callers to appropriate resource; determine nature and location of call; determine priority of calls and dispatch units accordingly; direct non-emergency callers to appropriate agency; provide information to callers.
2. Maintain awareness of field unit activity within the computer aided dispatch system (CAD); communicate with field units through radio in accordance with FCC regulations; maintain status and location of units on patrol; monitor fire department frequency for emergency traffic requiring police involvement.
3. Enter, update and retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information.
4. Prepare and compile a variety of statistical and crime reports as required and requested; answer questions and provide information to walk-in traffic and phone callers regarding police procedures and policies.
5. Perform general clerical duties as assigned including preparing correspondence and reports, filing, indexing, and record keeping; maintain a variety of logs relating to public safety activities.
6. Respond to and document requests for warrants; verify and file warrants; document vehicle impoundment information; receive criminal histories on arrests.
7. Ability to work in organized team efforts and assist in problem solving work related issues for continuous improvement in work efforts. Respond to public inquiries in a courteous manner; provide information within the area of responsibility; resolve complaints in an efficient and timely manner.
8. Maintain or perform website content function within assigned role.

QUALIFICATIONS

Knowledge of:

Required:

- English usage, spelling, grammar and punctuation.
- Principles of supervision, training and performance evaluation.
- Office procedures, methods and computer equipment.

Desirable:

- Operations, services and activities of a communications program.
- Operations of a computer aided dispatch system and records system including maintenance.
- Current law enforcement codes, procedures and practices.
- Principles and procedures of records keeping, security and dissemination.
- Techniques of questioning for both emergency and non-emergency calls.
- Dispatching techniques with use of radio system for communicating and receiving information.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

Required:

- Work independently in the absence of supervision.
- Type accurately at a speed necessary for successful job performance.
- Understand and follow oral and written instructions.
- Operate a variety of office equipment including a computer and radio.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative-working relationships with those contacted in the course of work including City staff and the general public.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Ability to work in organized team efforts and assist in problem solving work related issues for continuous improvement in work efforts.
- Encourage and facilitate environment for building team efforts and problem solving of work related issues by employees.
- Ensure necessary training and other technical support for building an environment that encourages teams and continuous improvement.

Desirable (developed through on the job training):

- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Effectively communicate and elicit information from upset and irate callers.
- Analyze and interpret maps.
- Operate 9-1-1 systems; radio transmitting system, and computer aided dispatch system.
- Prepare clear and concise analytical and statistical reports.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Interpret and apply federal, state, and local policies, procedures, laws, codes and regulations.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible communications or dispatch experience.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in communications or a related field is desirable.

License or Certificate

Possess or obtain, and maintain a Level A Terminal Operator Certification.

WORKING CONDITIONS

Environmental Conditions:

Office environment; may be exposed to irregular work hours, noise, unusual fatigue factors, emergency situations and electrical energy.

Physical Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential and other important responsibilities and duties may require maintaining physical condition necessary for sitting for prolonged periods of time and working closely with others; lifting moderate to heavy boxes and equipment; general manual dexterity.