

COMMUNICATIONS OFFICER
110-3

GENERAL DESCRIPTION

Under general supervision, performs skilled work in receiving incoming calls to the Police Department's Communication Center, including requests for police and fire services or information, and dispatches necessary units and equipment for emergency service through the use of telephone, radio, and other communications equipment. Performs related duties as required. This position is designated as a safety sensitive position.

REPORTING RELATIONSHIPS

Reports to: Communications Supervisor
 Lieutenant
 Police Chief

ESSENTIAL POSITION FUNCTIONS

1. Operates telephone, radio, computer-aided dispatch terminals and other communications equipment.
2. Receives emergency calls which must be properly processed, including the dispatching of personnel and equipment to scenes of police incidents, accidents, rescue operations and other emergencies.
3. Answers incoming phone calls; screens calls and routes to appropriate person or office.
4. Types communication logs, crime report entries on computer and performs a variety of recordkeeping, filing, indexing, and other general clerical work.
5. Answers 911 calls and routes calls for fire service or rescue to the appropriate agency and dispatches police as required.
6. Answers non-emergency calls for assistance; dispatches utility service personnel during other than normal working hours. Monitors city radio for assistance.
7. Operates FCIC/NCIC teletype and in-house computer systems, TDD machine, FAX machine, copy machine, recorders, pager equipment and other related communications equipment.
8. Validates FCIC/NCIC files for FDLE as may be required.
9. Assists in training new personnel when assigned.
10. Changes recorder tapes and cleans tape-heads.
11. Prepares and maintains daily radio and dispatch reports and records.
12. Prepares and maintains proper records as required.
13. Provides communication assistance to other federal, state, and local law enforcement agencies as required.
14. Handles multiple tasks simultaneously.
15. Works hours other than the regular schedule, including nights, weekends, and holidays as required.
16. These essential job functions are not to be considered as a complete statement of all duties performed. Employees will be required to perform other job-related duties as necessary and consistent with the position.

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MINIMUM QUALIFICATIONS

KNOWLEDGE, SKILLS, & ABILITIES

- Ability to remain calm and obtain specific information from individuals in stress producing situations.
- Ability to learn the geography of the City and the locations of streets and important structures.
- Ability to learn quickly the operation of the telephone, teletype, radio, computer and other communications equipment.
- Ability to speak clearly and precisely in well modulated voice, and use good diction.
- Ability to speak persuasively in positive and negative situations.
- Ability to work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Ability to prepare and maintain reports and records.
- Ability to accurately record a variety of information and instructions.
- Ability to remember and relay complex instructions and information.
- Ability to operate a computer.
- Ability to operate necessary equipment.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to establish and maintain effective working relationships with law enforcement officers, co-workers, other employees, the public and external agencies.
- Ability to hear well.
- Ability to understand and follow oral and written instructions.
- Ability to read normal printed instructions printed in the English language.
- Ability to handle multiple tasks simultaneously.
- Thorough knowledge of radio, teletype, and recording equipment or the aptitude to learn the necessary skills.
- Thorough knowledge of police dispatching techniques or the ability to learn the skills within a designated training period.
- Satisfactory completion of the required communications training program within the designated time period.

EDUCATION AND EXPERIENCE

Requires high school graduation or equivalent. Some college is preferred, or completion of a recognized police communication training course. Any combination of training, education and experience that provides the necessary knowledge, skills and abilities may be considered for the minimum qualifications.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS

- State of Florida Certification as a 911 Safety Telecommunicator.
- Possession of valid Florida Drivers License, and maintain compliance with Vehicle Use Policy requirements, Section 8.15 (c) in the City's Personnel Manual.
- Certification for FCIC/NCIC within time frame as outlined by FDLE.

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ESSENTIAL PHYSICAL SKILLS

- Good vision (with or without correction)
- Good hearing (with or without correction)
- Clear and distinct speaking voice.
- Ability to write.
- Sitting for long periods of time.
- Must be able to access, input and retrieve information from a computer.
- Standing
- Walking
- Using hands and fingers
- Reaching
- Climbing
- Balancing
- Stooping
- Kneeling
- Crouching
- Crawling

ENVIRONMENT CONDITIONS

- Works inside, alone and with a variety of tasks to be handled simultaneously.
- Works in stressful situations.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Approval: _____


Personnel

Approval: _____


City Manager

Council Approval Date: September 18, 2012