

JOB DESCRIPTION

COMMUNICATIONS OPERATOR



Employee Name				
Department	POLICE DEPARTMENT	Full-Time	Non-Exempt	Union

SUMMARY

This position entails varied communications work involving the skillful and prompt operation of police radio, telephone, and teletype. Work involves responsibility for the operation of a communication center, which serves the police department, for the receipt and transmission of radio and telephone messages over several circuits, and for the performance of relating recording tasks and other clerical duties. After an initial training period, employees work with considerable independence, subject to special instructions or orders to meet special operation circumstances or emergencies. Work is reviewed through the adequacy of communications services and through the examination of records.

EDUCATIONAL REQUIREMENTS

- High School Diploma or G.E.D.
- Coursework in criminal justice, public administration and/or computer science preferred

EXPERIENCE REQUIREMENTS

- 1 Year of experience in police dispatching or public safety dispatch center preferred

ADDITIONAL REQUIREMENTS

TRAINING

- Successful completion of a Communications Training Program
- 40-hour Basic Telecommunicator Training Course
- 40-hour Advanced Telecommunicator Training Course

DRIVING

- Valid Driver's License

KNOWLEDGE

KNOWLEDGE	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Knowledge of the street system and geography of the City of Saline and adjacent areas	<input checked="" type="checkbox"/>	
Knowledge of telephone and radio operating requirements and techniques	<input checked="" type="checkbox"/>	
Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions	<input checked="" type="checkbox"/>	
Knowledge of state and local laws in order to assist in coding calls and dispatching right resources	<input checked="" type="checkbox"/>	
Knowledge of local, state and national resources in order to know who to call should they be needed	<input checked="" type="checkbox"/>	
Knowledge of principles and processes for providing customer and personal services		<input checked="" type="checkbox"/>

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Knowledge of current office software, including Microsoft Office applications and the ability and interest to quickly learn and apply new tools and technologies		<input checked="" type="checkbox"/>
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REQUIRED ABILITIES *[Innate proficiencies]*

ABILITY	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Act independently	<input checked="" type="checkbox"/>	
Analyze situations	<input checked="" type="checkbox"/>	
Attend to details	<input checked="" type="checkbox"/>	
Communicate verbally	<input checked="" type="checkbox"/>	
Concentrate	<input checked="" type="checkbox"/>	
Empathize	<input checked="" type="checkbox"/>	
Identify problems	<input checked="" type="checkbox"/>	
Manage pressure	<input checked="" type="checkbox"/>	
Initiate	<input checked="" type="checkbox"/>	
Multi-task	<input checked="" type="checkbox"/>	
Organize	<input checked="" type="checkbox"/>	
Problem solve	<input checked="" type="checkbox"/>	
Think creatively	<input checked="" type="checkbox"/>	
Communicate in writing		<input checked="" type="checkbox"/>
Motivate		<input checked="" type="checkbox"/>
Time management		<input checked="" type="checkbox"/>

REQUIRED SKILLS *[Learned proficiencies]*

SKILL	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Actively listen to fully understand circumstances	<input checked="" type="checkbox"/>	
Consider multiple costs and benefits when problem solving to arrive at most effective decision	<input checked="" type="checkbox"/>	
Focus on details to reduce errors and increase efficiency	<input checked="" type="checkbox"/>	
Resolve conflicts to facilitate goal achievement	<input checked="" type="checkbox"/>	
Use empathy to understand the point of view of others	<input checked="" type="checkbox"/>	
Collaborate with others to maximize innovation and effectiveness		<input checked="" type="checkbox"/>
Communicate ideas, thoughts, knowledge and information to foster clarity and engage others		<input checked="" type="checkbox"/>
Manage time effectively to ensure all work is completed timely and effectively		<input checked="" type="checkbox"/>
Organize work to maximize productivity		<input checked="" type="checkbox"/>
Plan work projects to ensure efficiency		<input checked="" type="checkbox"/>

SUPERVISORY RESPONSIBILITIES

- None



REPORTS TO

- On-Duty Sergeant & Deputy Chief of Police

ESSENTIAL JOB FUNCTIONS

[The fundamental job duties the individual must be able to perform, with or without accommodation; removal of these functions would fundamentally change the job]

- Communicates on multi-line telephone; Interviews callers eliciting information, assessing the jurisdiction, urgency & nature of calls and prioritizing each one for an appropriate response. Communicating at times with difficult callers; providing information about general inquiries; entering call information into a computer aided dispatch system
- Maintains radio contact with police units; dispatches patrol or traffic personnel to investigate police incidents or request for police service; relays information to police officers and superiors; reports from uniform officers
- Enters queries and receives responses from Law Enforcement Information Network teletype to provide a variety of information on vehicles or individuals stopped or under surveillance by patrol units
- Monitors prisoners in lockup using building security camera system as well as audio contact. Records prisoner status every 15 minutes
- Demonstrates a commitment to treat every contact as an opportunity to build public trust
- Receives emergency calls from the public and prioritizes and processes them into a pre-established computer format for a concise event at a precise location
- Supports the Mission, Vision and Values of the Saline Police Department through excellent customer service, creative problem solving, decision making, and stewardship of resources.
- Maintains radio contact with other law enforcement agencies. Maintains log, radio transmissions and record of occurrences during an assigned shift in CAD system
- Documents equipment malfunctions; maintains parking violation files, premise & business contact file
- Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts
- Furthers the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources
- May instruct callers in the performance of urgent procedures prior to arrival of emergency services, as required
- Receives computer print-out and routes to appropriate location
- Executes accurate and expedient public safety communications work in response to a high volume of emergency and non-emergency calls
- Monitors weather information and activates City of Saline outdoor siren weekly
- Administers preliminary breath tests (PBTs)
- Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization
- Regular and routine onsite attendance

SUPPLEMENTAL FUNCTIONS

[These are job duties the individual must be able to perform, with or without accommodation; removal of these functions would NOT fundamentally change the job]

- All other duties as assigned

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PHYSICAL DEMANDS

CONSTANT = HOURLY

FREQUENT = DAILY

OCCASIONAL = WEEKLY

RARELY = MONTHLY

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Sitting	<input checked="" type="checkbox"/>			
Reaching	<input checked="" type="checkbox"/>			
Grasping/Finger Manipulation	<input checked="" type="checkbox"/>			
Discerning Colors	<input checked="" type="checkbox"/>			
Visual Acuity	<input checked="" type="checkbox"/>			
Standing		<input checked="" type="checkbox"/>		
Walking		<input checked="" type="checkbox"/>		
Ascending/Descending Stairs		<input checked="" type="checkbox"/>		
Bending		<input checked="" type="checkbox"/>		
Kneeling		<input checked="" type="checkbox"/>		
Lifting				<input checked="" type="checkbox"/>
Carrying				<input checked="" type="checkbox"/>
Pushing				<input checked="" type="checkbox"/>
Pulling				<input checked="" type="checkbox"/>
Crouching				<input checked="" type="checkbox"/>

WORK ENVIRONMENT

CONSTANT = HOURLY

FREQUENT = DAILY

OCCASIONAL = WEEKLY

RARELY = MONTHLY

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Indoor environments	<input checked="" type="checkbox"/>			
Exposed to continual, multiple distractions	<input checked="" type="checkbox"/>			

EQUIPMENT

CONSTANT = HOURLY

FREQUENT = DAILY

OCCASIONAL = WEEKLY

RARELY = MONTHLY

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Phones	<input checked="" type="checkbox"/>			
Computer/Laptop	<input checked="" type="checkbox"/>			
Monitors	<input checked="" type="checkbox"/>			
Communication Systems	<input checked="" type="checkbox"/>			
Copiers/Printers		<input checked="" type="checkbox"/>		
Scanners				<input checked="" type="checkbox"/>

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SOFTWARE

CONSTANT = HOURLY

FREQUENT = DAILY

OCCASIONAL = WEEKLY

RARELY = MONTHLY

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Database software	<input checked="" type="checkbox"/>			
Internet software	<input checked="" type="checkbox"/>			
Spreadsheet software	<input checked="" type="checkbox"/>			
Word processing software		<input checked="" type="checkbox"/>		
Payroll/human resources		<input checked="" type="checkbox"/>		

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Disclaimer

This job description should not be construed as an exhaustive list of duties and responsibilities performed by persons assigned to this classification. It is not intended to limit or in any way modify the right of any supervisor or manager to assign, direct and control the work of employees under his/her supervision. All principle duties and responsibilities of this position are essential functions of the position. Job descriptions are reviewed on a regular basis and may be revised at any time. Revisions will be communicated to employees within the classification. This job description does not constitute a contract of employment; therefore, the company may exercise its employment-at-will rights at any time.

I have received and understand the position description.

Employee Signature

Date

Employee Printed Name