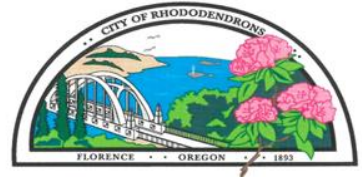


CITY OF FLORENCE

COMMUNICATIONS OFFICER - POSITION DESCRIPTION



DEPARTMENT: Police

SUPERVISOR: Police Commander

DESC. DATE: November 2017

REVISED DATE: August 2018

BARGAINING UNIT: Florence Police
Employees' Association

FLSA: Non-Exempt

TYPE: Regular, Full-Time (40 hrs./week)

SALARY GRADE: \$20.25-29.42/hr.

GENERAL STATEMENT OF RESPONSIBILITIES

Perform technical communications work in the department of Public Safety, including receiving calls from the public, dispatching appropriate public safety services, performing work in the care and custody of prisoners, operating equipment, and performing a variety of record keeping and clerical functions, in addition to related work as required.

ESSENTIAL FUNCTIONS – Examples of Duties

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties may include, but are not limited to, the following:

CALL TAKING

- Question callers to determine their locations, and the nature of their problems to determine type of response needed and may provide instructions to callers.
- Receives incoming 9-1-1 and other telephone calls on emergency and non-emergency situations.
- Monitor radio frequencies for several local agencies and respond to communications.
- Refer callers to other agencies for assistance.
- Record details of calls, dispatches, and messages.
- Deal with a variety of incidents and callers, which may involve calming emotionally upset individuals, handling irate and abusive callers, and assisting people who speak a different language or use assistive telecommunication devices.

DISPATCHING

- Prioritize calls for service and dispatch appropriate personnel and equipment for local agencies (fire, medical, and law enforcement) depending on the type of emergency and in accordance with established procedures.
- Monitor and send teletypes to other agencies and notify officers of information pertaining to the field.
- Monitor status of units in the field for availability and officer safety.
- Respond to requests from field officers and query various paper and electronic databases for information, including warrant checks, vehicle registration, and driver's license information.

CARE AND CUSTODY OF PRISONERS

- Monitor prisoners and officers throughout the jail, booking area, and the BA room.
- Perform searches of same-sex prisoners when required.
- Monitor courthouse alarms.

GENERAL DUTIES

- Operate Law Enforcement Data Systems (LEDS) and CMI Justice CAD/RMS computer terminal equipment and software.
- Respond to inquiries on persons and vehicles, driver information, registration, criminal history, and stolen property.
- Perform criminal background checks on business license applicants.
- Enter, modify, confirm, and clear arrest warrants, restraining orders, stalking orders, citations, and stolen property records into the computer database.
- Maintain department logs, indexes, and files related to dispatch functions.
- Perform filing and other record related functions.
- Greet the public at the information counter and provide assistance as necessary.
- Receive and receipt monies for bail, vehicle impound fees, copies of reports, and other records, including fingerprinting fees.

Must be able to work all rotating shifts, weekends, and holidays as needed to cover 24-hour public safety operations. Follow all safety rules and procedures established for work areas. Follow department policies and procedures for all tasks. Perform all other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES**Knowledge of:**

- Modern office procedures, methods, and computer equipment.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administrative and clerical procedures and systems such as word processing, managing files and records, and basic arithmetic.
- Principles and processes for providing customer and personal services.
- Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Transmission, broadcasting, switching, control, and operation of telecommunications systems.

Skills in:

- Giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- Talking to others to convey information effectively.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Adjusting actions in relation to others' actions.
- Understanding written sentences and paragraphs in work related documents.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Ability to:

- Comprehend and relay information exactly as received.
- React quickly, efficiently, and calmly in an emergency situation and adopt an effective course of action.
- Speak clearly and distinctly in a well-modulated and pleasant voice.
- Understand and follow verbal and written instructions.
- Deal tactfully with the general public, co-workers, and others.
- Learn and remember geographical details of area covered, location of public buildings and other landmark data.
- Accurately enter information into computerized systems.
- Use complex computer-aided dispatch and telephone system.
- Perform multiple tasks simultaneously.
- Ability to work shift, weekends, and/or holidays.
- Accept criticism and deal calmly and effectively with high stress situations.
- Be reliable, responsible, dependable, and fulfill obligations.
- Be careful about detail and thorough in completing work tasks.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior in difficult situations.
- Be honest and ethical.

MINIMUM/SPECIAL QUALIFICATIONS**Minimum Qualifications:**

- Education
 - Must have a High School diploma or General Education Degree (GED).
- Experience
 - Four years of previous work experience in an office environment;
 - One year work experience in a fast-paced and high pressure public contact environment, which includes clerical computer and multi-line phone experience; or
 - Any satisfactory combination of experience and training that demonstrates and ability to perform the above described essential functions.
- Licenses/certificates

Possession of or ability to obtain, within three months of appointment, the following:

 - Basic Telecommunicators Certification from the Oregon Department of Public Safety standards and Training;
 - CPR and First Aid; and
 - LEDS.
- Testing
 - Must successfully pass the National Dispatcher Selection Test with an average score of at least 75% and cannot fail any section (below 50%).

PREFERED QUALIFICATIONS

- Bi-lingual ability in Spanish and English.
- Any higher level educational degree.
- Knowledge of / experience with modern law enforcement principals, procedures, techniques, and equipment.
- Knowledge of / experience with multi-line telephone systems, radio dispatching, and multi-tasking-divided attention skills.

SUPERVISION RECEIVED & EXERCISED

This position works under the direction of the Police Commander or the Police Commander's designee. This position does not normally supervise positions in this classification, employees may be requested to provide work guidance and/or training to new officers and police officers in the communications area.

PHYSICAL DEMANDS

The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

In performance of job duties, the employee is frequently required to sit, talk, hear, stand; use hands to finger, handle, or feel objects tools, or controls; reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, crouch, bend, and reach.

The employee may occasionally lift and/or move up to 25 pound weights.

Specific vision abilities required by this job are established by the Oregon Department of Public Safety Standards and Training (DPSST) and include close vision, color vision, peripheral vision, and the ability to adjust focus. Specific hearing abilities are established by DPSST and include the ability to have sufficient hearing in both ears to perform essential tasks, hear changes in frequencies, radio transmission, and identify abnormal equipment noises. Must have significant speaking ability to perform speaking-related essential tasks. Position may be required to deal with violent and combative individuals requiring considerable physical effort.

WORKING CONDITONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In the performance of the job duties, the employee will work indoors at a computer terminal with multiple distractions such as radio transmissions, printers, people talking, and telephones. May include contact with individuals who may become violent, combative, under the influence of drugs/alcohol or who have communicable diseases. Must remain at dispatch terminal for extended periods of time when no others are available. The noise level in the work environment is usually moderate to quiet.