

City of Florence  
Communications Officer  
*Represented by the Florence Police Employees Association*

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DEPARTMENT: Police  
CLASSIFIED: Regular  
DATE: December 2011

REPORTS TO: Comm. Supervisor  
POSITION STATUS: Non-Exempt  
SALARY: \$17.36-\$25.22/ hr

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## **COMMUNICATIONS OFFICER**

**PURPOSE OF POSITION:** Receives calls from the public regarding crime and emergency situations and dispatches appropriate safety service response; performs work in the care and custody of prisoners; performs a variety of record keeping and clerical functions; does related work as required.

**ESSENTIAL JOB FUNCTIONS:**

An employee in this class is responsible for the receipt of emergency calls, their evaluation and dispatch of necessary personnel. Work is normally performed under the general supervision of the Communications Supervisor who reviews work for overall effectiveness and conformance to policies, procedures, rules and regulations.

Receive incoming 9-1-1 calls and other telephone calls on emergency and non-emergency situations; dispatches appropriate personnel and equipment including law enforcement, fire and medical.

Monitor radio frequencies of Sheriffs Office, Tribal Police, OSP, VCALL and UCALL, Fire Departments and Ambulance and dispatches personnel according to policy and procedures.

Operates Law Enforcement Data Systems (LEDS) and CMI Justice CAD/RMS computer terminal and responds to inquiries on persons and vehicles, driver information, registration, criminal history and stolen property. Perform criminal background checks on business license applicants.

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

Enters arrest warrants, citations, and stolen property records into the computer; maintains other department logs, indexes and files related to dispatch function.

Greets the public at the information counter and provides assistance as necessary. Receives and receipts monies for bail, vehicle impound fees, copies of reports and other records, and fingerprinting fees.

Monitor and send teletypes to other agencies; notifies officers of information pertaining to the field.

Perform all other related duties as assigned.

Work all shifts.

**AUXILIARY JOB FUNCTIONS:** Some knowledge of geographic area served, available resources for referral; operations and procedures involved in the use of public safety communication equipment.

Work rotating shifts; understand and carry out oral and written instructions; speak clearly and distinctly; handle multiple and simultaneous demands; exercise good judgment in application of

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dispatch policies and procedures; maintain composure and calm others in emergency and stressful situations; establish and maintain effective working relationship with employees, safety service agencies and the general public.

Operate computer systems, recording equipment, and radio equipment.

**MANDATORY REQUIREMENTS:** High school graduation or equivalent; one year general clerical experience preferably in an emergency service field; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties.

**DESIRABLE ADDITIONAL QUALIFICATIONS:** Ability to type at net corrected rate of 40 words per minute.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. The position requires mobility and the ability to operate a motor vehicle. Position is typically required to move materials weighing up to 10 pounds on a recurring basis. Position may be required to deal with violent and combative individuals requiring considerable physical effort.

**WORKING CONDITIONS:** Work locations are primarily indoors. However, may be exposed to all types of weather conditions and may include contact with individuals who may become violent, combative, under the influence of drugs/alcohol or who have communicable diseases. Incumbent may operate police vehicles and may be required to sit *for* extended periods while performing various duties. Manual dexterity and coordination are required less than 50 % of the work period.

**SUPERVISORY RESPONSIBILITIES:** Although supervision is not normally a responsibility of positions in this classification, employees may be requested to provide work guidance and/or training to new communications officers and police officers in the communications area.

**SUPERVISION RECEIVED:** Works under the direction of the Communications Supervisor or his/her designee.

**THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER WORK AS NECESSARY.**