COMMUNICATIONS SPECIALIST

POSITION SUMMARY

Responsible for receiving and transmitting emergency and other information from and to the public and public service agencies.

RESPONSIBLITIES

Essential Duties:

- Operates a variety of communications equipment required for the effective operation of the communications center to receive and assign emergency and non-emergency calls with the responsibility for determining the priority of calls received and deciding the proper unit or agency to which a call is assigned.
- Monitors alarms, closed circuit televisions, and controls building entrances for security purposes.
- Performs a variety of clerical duties and maintains communications logs.
- Performs other duties of a similar nature or level as required.
- Must be proficient in alphanumeric and data entry.

Knowledge, Skills, and Abilities (required by end of probationary period)**:**

- Customer service techniques;
- Ability to monitor, receive, and transmit information from a variety of sources (to include hearing, vision and clear speech);
- Ability to think clearly and make critical decisions in emergency situations;
- Ability to read maps and disseminate location information;
- Ability to use a variety of office equipment and related applications;
- Ability to work varying shifts, weekends and holidays;
- Ability to write clearly, spell correctly and type efficiently.

Judgment/Decision Making:

- Performs duties within the scope of general City and Police Department policies, procedures and objectives.
- Regularly exercises independent judgment and makes critical decisions in emergency situations within accepted practices. Makes vital decisions that involve life and death.
- Makes recommendations that affect policies, procedures and practices for the department. Refers policy and procedure exceptions to supervisor.
- Requires accuracy to ensure correct information, decisions, and reports.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- Generally no supervisory responsibilities.
- May assume responsibility of lead worker over others in the same position and/or provide work leadership and direction for employees.
- May assist with training other staff members.

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Relation to Others:

- Regularly works with general public in regard to police services.
- Interacts with multiple agencies daily.
- Assesses and diffuses problem situations and requires influencing others to reach consensus.

SKILLS

Education and Experience (position requirements at entry)**:**

- High School Diploma or General Equivalency Diploma (G.E.D.)
- Between one to three years related experience and a working knowledge of standard practices and procedures.
- Or the equivalent combination of education and experience required to successfully perform the essential duties of the position.

Special Requirements (at entry)**:**

- Pre-employment Hearing Screening and Biannual hearing tests required. Hearing must meet industry standard hearing and testing guidelines.
- Pre Employment Illegal Substance Screening
- Valid Drivers License

WORKING CONDITIONS

Environment:

- Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- Sit or stand in one place for long periods of time.
- Works in high stress emergency situations; communicates with people that may be ill, scared or suicidal.
- Requires shift work.

Classification: Grade 12
FLSA: Non-Exempt
Draft prepared by Fox Lawson and Associates LLC (JPF) Date: 6/99
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CSC Approved Revisions: 6-4-04
CSC Approved Revisions: 1-24-05
CSC Approved: 04-15-05 – Essential Duties Language

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GS Revised Essential Duties 6-22-05
CSC Approved: 07/26/05
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