



Communications Officer

Police Department

PD/11

JOB SUMMARY

This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel.

MAJOR DUTIES

- Receives and screens incoming calls from the public and other user agencies; categorizes and prioritizes calls, including 911 calls.
- Determines and dispatches the appropriate emergency personnel to incident locations; provides emergency medical instructions and crisis intervention services to callers prior to the arrival of responders as needed.
- Receives, monitors, and dispatches radio traffic for specific fire, EMS, and law enforcement agencies.
- Inquires, retrieves, and monitors data from AJCIC/NCIC databases; ensures compliance with rules and regulations.
- Maintains contact with emergency personnel in the field.
- Responds to driversølicense and vehicle information requests.
- Monitors weather conditions and provides information as necessary; dispatches severe weather alerts as appropriate.
- Participates in training exercises.
- Dispatches wrecker services to crash scenes.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency communications principles and practices.
- Knowledge of AJCIC/NCIC policies and procedures.

- Knowledge of emergency dispatch procedures.
- Knowledge of Barbour County roads, geography, and landmarks.
- Knowledge of radio and telecommunications equipment.
- Knowledge of CAD system functions and maintenance.
- Skill in the use of computers and job-related software programs.
- Skill in making decisions in high pressure and emergency situations.
- Skill in public relations.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Communications Shift Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include AJCIC/NCIC guidelines, state and federal regulations, training guidelines, and city and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related emergency communications duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to receive emergency and non-emergency calls and to dispatch emergency service personnel as appropriate. Successful performance contributes to the efficient and effective response to emergency and life-threatening situations.

CONTACTS

- Contacts are typically with department personnel, representatives of emergency services agencies, representatives of other local governments, the news media, and the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, and motivate persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain AJCIC/NCIC certification.