

## **Communications Specialist/Dispatcher**

### **Statement of Duties**

Receives, processes and transmits emergency and business calls for service received via phone, radio, fax and in person. Operates and monitors multi-channel base radios, telephone consoles and related emergency service equipment.

Works to anticipate, meet and exceed customer service expectations in a positive and professional manner.

### **Supervision**

Incumbent reports to a shift supervisor, receiving instructions daily. Plans and carries out regular work in accordance with standard practices and previous training, exercising substantial independence, considerable judgment and tact in answering inquiries and determining correct course of action.

### **Job Environment**

Work involves standardized tasks, operations and procedures, involving analysis and evaluation. Required to work various shifts including weekends and holidays and may be called to duty anytime as Center situation dictates.

Incumbent is expected to use initiative in coping with unusual situations and circumstances and to resolve them. Incumbent, when exposed to stressful situations must exercise calm and professional behavior. Emergency situations are reported to superior(s).

Has access to highly confidential records and communications.

Errors could result in delays or loss of service, personal injury/loss of life, injuries to other employees, damages to building and/or equipment and legal/liability issues for the city.

Constant contact with the public. Other contacts are with the businesses and other city agencies. Contact is usually through the telephone, in person, facsimile, radio and Teletype.

## Essential Functions

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Receive, interpret, prioritize and process all calls for service.

Operate and maintain on-line communications equipment, including multi-channel base radio, multi-line telephone console, multi-channel voice recording system, and nationwide telecommunications computer network, such as S.P.O.T.'s terminal and N.C.I.C.

Perform data entry and information retrieval for on duty units, multiple alarm panels, in-house Police and fire Information Management System (IMC), street files, fire hydrants, arrest and warrant files, call back rosters, calls for service and others as developed.

Notify shift supervisor of all matters of importance or unusual occurrence requiring his/her attention.

Constantly monitor location and status of on-duty and on-call units.

Monitor station security through electronic entrance computer monitoring entry system, may be required to monitor prisoners in the holding cell through use of closed circuit television monitors in the absence of booking officer.

Monitor video cameras for police and fire, maintain recording equipment, and monitor Crimeline, Public Works, Public Buildings and Animal Control Officer lines after hours.

Ensure all communications equipment is in working order and report equipment failures immediately to supervisor.

Attend required training.

Train new employees as required.

Perform other duties as required.

## Recommended Minimum Qualifications

### Education and Experience

An incumbent for a position in this class should be a high school graduate or equivalent with no prior experience. Able to attain and maintain certification for NCIC Computer S.P.O.T.s.

### Knowledge, Ability and Skill

**Knowledge:** Knowledge of the operation of communications equipment and computer systems for department. Good working knowledge of Department standard operating procedures.

**Ability:** Ability to retain communications information and to perform duties during emergency conditions and prolonged stress; record, maintain and process data into computer systems, and to initiate appropriate responses of emergency service agencies; prioritize demand; communicate information in a clear, concise and logical order; simultaneously calm and extract pertinent information from citizens requiring emergency assistance and to provide this information to units in the field for their protection and the protection of the public; provide emergency pre-arrival assistance or advise to aid caller in dealing with crisis; exercise sound judgment in evaluating situations and in making decisions; follow verbal and written instructions; and complete data entry and record keeping functions through computer software/hardware.

**Skill:** Excellent verbal and oral communications skills. Excellent skills in establishing and maintaining effective working relationships with the public, coworkers, other City Departments and City officials.

### Physical and Mental Requirements

Work is performed indoors, with some minor risk of electrical shock from operating equipment. Noise exposure is moderate. Physical demands generally involve standing, stooping or reaching with hands or arms up to one-third of the time; and sitting, talking or listening, use of hands to finger, handle or feel more than two-thirds of the time. Force is seldom exerted beyond 10 pounds. The position has requires close, color vision. Equipment used includes personal computers, telephones, radio communications, and office machines.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*