

COMMUNICATIONS OPERATOR I

FLSA STATUS - Non-Exempt

DESCRIPTION OF WORK

Under general supervision, in a "911" Center, on a shift, receives telephone calls and radio messages, transmits voice radio messages to appropriate emergency and non-emergency personnel; monitors various radio channels, closed circuit TV, and emergency and alarm systems; supplies necessary information to the public; enters data and maintains and accesses a variety of records.

DUTIES-EXAMPLES OF WORK

ESSENTIAL DUTIES:

Receives telephone calls and other messages requiring action; analyzes and transmits appropriate information to law enforcement, fire, ambulance and other personnel; monitors local government and other law enforcement frequencies; uses standard operating procedures in sending and receiving radio and telephone messages; receives emergency calls and dispatches appropriate unit to respond as required; records calls and activities; maintains records of cases and activities; maintains confidential information; contacts officers to verify responses and locations; operates paging system; records court dispositions; operates NCIC/NLETS computer terminal and auxiliary equipment, pagers, typewriter, alarm systems, computer and a wide variety of office equipment in entering and retrieving data and maintaining files; assists in the daily preparation and processing of a wide variety of reports and records; monitors recorder that records incoming and out-going radio/telephone traffic; monitors fire alarm panel; maintains security of Police Department; monitors station and building area TV monitors; contacts towing and ambulance companies as directed; verifies wanted, lost or missing persons; enters warrants; prepares bonds; enters traffic citations; monitors surrounding agencies; may assist in training new dispatchers; provides general assistance to the public in preparing complaints and reports and in providing information.

OTHER DUTIES: Enters pawn slips; updates key-holder information; cleans dispatch area; occasionally serves as matron in the jail; performs similar duties.

QUALIFICATIONS

Knowledge of office practices and procedures, office appliances and filing systems.

Knowledge of the geography of the area.

Ability to analyze situations and take appropriate action on a timely basis.

Ability to learn the rules and regulations of the Federal Communications Commission, covering the operation of radio transmitters and receivers in law enforcement work.

Ability to learn police and fire procedures and practices.

Ability to type from clear copy at the minimum rate of 30 wpm.

Ability to speak clearly and concisely.

Ability to think clearly and act quickly in emergencies and under stress situations.

Ability to work well with others.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform sedentary physical work, to occasionally lift 20 pounds, and to lift and carry up to 25 pounds;

Ability to stand, walk, sit, bend, twist, reach and perform similar body movements;

Possesses hand/eye/foot coordination adequate to operate a computer keyboard, mouse and operate a foot pedal for transmitting;

Ability to talk and hear in person, by telephone and two-way radio;

Ability to see and read instructions, figures on a computer screen, manuals and similar printing.

EXPERIENCE AND TRAINING

Any combination of experience and training equivalent to graduation from high school; some clerical experience involving public contact is desirable.

SPECIAL REQUIREMENTS: Ability to become certified as a dispatcher and a NCIC Teletype Operator within one year of appointment; ability to pass a criminal background check.

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