

COMMUNICATIONS OPERATOR II

FLSA STATUS - Non-Exempt

DESCRIPTION OF WORK

Under general direction of the Chief of Police, in a "911" Center, receives telephone calls and radio messages, transmits voice radio messages to appropriate emergency and non-emergency personnel; monitors various radio channels, closed circuit TV, surveillance video, and emergency and alarm systems; supplies necessary information to the public; enters data, maintains, and accesses a variety of records; leads and performs responsible and complex clerical and training work performing a variety of record keeping, compiling, calculating, data entry and retrieval, recording and dispatch tasks; assists in administrative procedures and carries out operations of the police records function.

DUTIES-EXAMPLES OF WORK

ESSENTIAL DUTIES:

IN addition to those essential duties of a Communication Operator I, 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 and surveillance videos; contacts towing and ambulance companies as directed; verifies wanted, lost or missing persons; enters warrants; prepares bonds; enters traffic warnings; monitors surrounding agencies; may assist in training new dispatchers; provides general assistance to the public in preparing complaints and reports and in providing information; interprets and recommends administrative decisions and policies as they apply to the operations of the office; plans and organizes the work; affects smooth office work flow; assists in training Communication Operators; processes and proofs reports from various sources; enters data on computer; operates computer; maintains confidential information; establishes programs for computerized records; receives paperwork from department personnel and processes and files it; prepares documents for Municipal and County Courts and attorneys; prepares arrest files and citations; processes background checks; reviews reports in computer; processes and prepares accident reports; enters court dispositions, judgments and sentences; maintains various police information and traffic enforcement records systems; establishes new or revised office procedures; prepares statistical data and reports assisting supervisors and officers in carrying out their duties; requisitions supplies and materials; receives and gives answers to inquiries and complaints from other agencies and from the public, either in person, by letter or over the telephone. Ability to work rotating shifts, weekends and holidays required.

OTHER DUTIES:

Enters pawn slips; updates key-holder information; cleans dispatch area; searches and monitors female prisoners when needed; cooperates and works with other agencies; performs similar duties.

QUALIFICATIONS

Knowledge of modern office and records procedures, applications and techniques.
Knowledge of office policies and procedures of the Police Department.
Working knowledge of the principles and procedures of record keeping, computer and dispatchers.
Ability to effectively train employees.
Ability to maintain confidentiality; ability to prepare meaningful and clear reports.
Ability to type 30 WPM.
Ability to establish and maintain effective working relationships with other employees, superiors, other agencies and the public.
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 speak clearly and concisely.
Ability to think clearly and act quickly in emergencies and under stress situations.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to sit or stand for long periods of time, perform physical work, to lift and carry up to 25 pounds;
Ability to stand, walk, sit, bend, twist, reach, grasp, and perform similar body movements;
Possesses hand/eye/foot coordination adequate to operate a computer keyboard, mouse and operate a foot pedal for radio transmitting;
Ability to talk and hear in person, by telephone, two-way radio and over headset;
Ability to see and read instructions, figures on a computer screen, manuals and similar documents.

COMMUNICATIONS OPERATOR II – cont.

EXPERIENCE AND TRAINING

Any combination of experience and training equivalent to graduation from high school and one year of increasingly responsible clerical experience in police records and communications work.

SPECIAL REQUIREMENTS: Certified in Dispatching by the State and in operation of the NCIC System.

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