

COMMUNICATIONS OPERATOR II

FLSA STATUS - Non-Exempt

DESCRIPTION OF WORK

Under general direction, 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; fills in for communications operators.

DUTIES-EXAMPLES OF WORK

ESSENTIAL DUTIES:

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 Communications 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 and forwards to the State; enters court dispositions, judgments and sentences; processes fingerprint cards; prepares monthly UCR reports for the State and FBI; 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; interprets for court and officers; fills in for Communications Operators and performs those duties, normally for a shift each week.

OTHER DUTIES: 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, computers and dis-patchers.

Ability to effectively train employees.

Ability to maintain confidentiality; ability to prepare meaningful and clear reports.

Ability to type 40 WPM.

Ability to establish and maintain effective working relationships with other employees, superiors, other agencies and the public.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform light physical work, to lift and carry up to 20 pounds;

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

Possesses hand/eye/foot coordination adequate to operate a computer and foot controlled pedal for radio;

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

Ability to see and read instructions, figures on a computer screen, codes and similar documents.

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.