

City of Cottage Grove
Job Description
Full-Time Communications Specialist

Department: Police	FLSA: Non Exempt
Reports to: Support Services Commander	Representation: Police Guild
Pay Range: \$3,152 to \$4,304 per month	Date Adopted: 5/1/2017

Essential competencies of this job are described under the headings below. They may be subject to change at any time. 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. The job description does not constitute an employment agreement between the employer and employee, and may be changed by the employer at any time.

GENERAL POSITION SUMMARY:

This position performs specialized duties in the operation of a public safety communications system, including operating complex communications equipment for emergency and non-emergency situations; requests for assistance by police, fire and emergency medical response units; dispatching and monitoring appropriate emergency public safety units; and keeping accurate records of communications received and transmitted.

DUTIES AND RESPONSIBILITIES:

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

An employee in this classification is responsible for receiving requests for emergency and non-emergency service via telephone, audio sources, and in-person contacts, and dispatching the appropriate emergency responder(s). The ability to "multi-task" is very important--dispatchers must deal with many events at once. It is essential that the dispatcher have the ability to be decisive and make rapid decisions. The job requires the ability to work in a high visibility environment ("Every word you speak is permanently recorded"). Computerized Aided Dispatching (CAD) and logging of calls for service, in addition to data entry and retrieval necessarily requires accurate typing and computer skills. Work in this classification is performed under the general supervision of the Chief of Police, Operations Commander, and Corporals who review work primarily on the basis of accuracy and conformance to existing laws and department policies.

ESSENTIAL FUNCTIONS:

- Work harmoniously with the public, the department, City organizations, and other agencies, and effectively communicate with a diverse public.

- Interact with City staff and general public using courtesy, tact, and good judgment and handle irate and emotionally upset citizens.
- Answer 9-1-1 calls for emergency service response to life threatening emergency situations, simultaneously with general requests for assistance, and dispatch appropriate emergency service responders.
- Process 9-1-1 calls requesting medical emergency care providers; demonstrate the basic skills and medical principles needed to give the caller pre-arrival instructions.
- Accurately enter and update calls for service and police daily activity into the CAD system.
- Accurately access state and national computerized information and disseminate same to requesting emergency responders.
- Handle multiple tasks while listening to/relaying/evaluating critical information in high stress and routine situations and perform multiple tasks efficiently, appropriately and simultaneously.
- Recall important details during multiple calls, and keep track of the active calls during the shift.
- Relay information exactly as received and speak clearly and distinctly in a well-modulated and pleasant voice.
- Listen and paraphrase effectively.
- Maintain professionalism at all times and with all types of callers.
- Maintain appropriate records and files.
- Type proficiently and accurately.
- Provides technical assistance to and problem solves with staff on an as-needed basis.
- Monitor prisoners by audio and visual monitors.
- Assist public with requests for information and assistance.
- Work shifts, weekends and/or holidays.
- Performs other duties as assigned.

IMPORTANT FUNCTIONS/ABILITY TO:

- Knowledge of applicable federal, state, and local laws and ordinances; emergency telecommunication and emergency medical dispatch methods, procedures and practices.
- Knowledge of the functions and responsibilities of a law enforcement agency.
- Knowledge of microcomputers and the state LEDS/NCIC database systems.
- Ability to receive and process simultaneous requests for emergency and non-emergency service.
- Communicate effectively both verbally and in writing.
- Act calmly and effectively in emergency situations.
- Accurately and completely document daily 9-1-1 center activities in a computer environment.
- Interpret and apply program information in making work decisions or providing information.
- Work in a team environment and assist sworn officers in a variety of incidents.
- Perform basic clerical duties such as composing and typing correspondence and inspection/survey reports, filing alphabetically and numerically.

- Provide clear explanations of applicable policies and procedures.
- Attend out-of-town training for short or extended periods, if required.
- Understand and follow verbal and written instructions.

ESSENTIAL PHYSICAL REQUIREMENTS:

The physical demands or requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Operate call-taker/dispatching equipment and related equipment, including computers and window terminals, multiple phone lines, headset and microphone, radio consoles, security video monitor and security locks/alarms, computer printers and teletypes.
- Ability to sit/stand for extended periods of time.
- Ability to lift and pull items from overhead.
- Lift and carry objects such as equipment or supplies weighing up to 10 pounds on a frequent basis and 30 pounds on a semi-regular basis.

JOB SPECIFICATIONS:

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Education & Experience:

High School graduate or equivalent. DPSST certification preferred, however, prior experience in telecommunications with some college education is acceptable or any satisfactory combination of experience and training, which demonstrates the knowledge, skills, and ability to perform the above described duties.

Special Requirements and Certifications:

- Possess a Board of Public Safety Standards and Training (BPSST) basic telecommunicator and emergency medical certifications or ability to obtain within one year of hire date.
- Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and satisfactory driving record.
- Qualify for access to computerized city and criminal justice files (LEDS Certification)

Supervision Received:

Under direct supervision of Support Services Commander. After training period, performs routine duties independently. Does not supervise others.