

CITY OF CHICKASHA

OCCUPATIONAL TITLE: Communications Specialist I **OCCUPATIONAL CODE:** 2111

DEPARTMENT: Police

GENERAL DEFINITION:

This is responsible and specialized clerical work in the dispatching of E-911 calls, police, fire, ambulance, public works, and county crews.

An employee in this class is responsible for receiving and sending messages via radio, OLETS computer, and telephone. The incumbent is also responsible for talking to the public and dealing with their problems or concerns (or for directing them to the correct public official to handle their situation). The work is performed in accordance with a standard routine. General supervision is received from a dispatching supervisor, but the employee is expected to function independently.

ESSENTIAL FUNCTIONS AND DUTIES:

(The items listed below are not intended to be a complete listing of all essential functions and duties of the position).

1. Determine by inquiry the exact location of the place or point of emergency and dispatch the proper police, fire, ambulance, public works, or county unit;
2. Receive and transmit messages on radio, multiple radio frequencies;
3. Take telephone calls concerning complaints, pass information on to field units, and make a record of calls via data entry;
4. Operate OLETS to conduct criminal history checks for officers and relay information over the radio;
5. Enter stolen vehicle and property data into NCIC via computer terminal;
6. Control security of the communications center by screening persons desiring admittance to the center;
7. Scheduling usage of training and conference facilities;
8. Coordinate information as needed between Emergency Management and all public safety vehicles;
9. Keep information records on fire and EMS calls and forward to Fire administration for billing on EMS calls and to meet state regulations;
10. Keep logs of numerous other calls that are not maintained on the OLETS or City computer system;
11. Prepare statistical reports on police activity as requested by the Chief;
12. Maintain NCIC files with supporting police reports;
13. Change recording tapes as necessary;
14. Ensure the operating readiness of all police officers' radios;

ESSENTIAL FUNCTIONS AND DUTIES: (Continued)

15. Maintain an awareness of appropriate safety practices and procedures and apply that knowledge as needed in daily work;
16. Do any and all other functions that may be required by the Dispatching Supervisor or other appropriate supervisors.

MINIMUM QUALIFICATIONS:

1. Knowledge equivalent of a high school diploma and such training and/or experience as would provide the applicant with the below referenced knowledge skills and abilities;
2. Knowledge of the operation of a computer terminal and radio communications equipment;
3. Knowledge of police procedures;
4. Knowledge of federal and State regulations governing transmission by radio and OLETS computer;
5. Knowledge of the geography and highway and street systems in the City, or ability to read and interpret maps;
6. Alertness and skill in detecting the scope and magnitude of an emergency;
7. Ability to handle multiple tasks and prioritize responses in stressful situations;
8. Ability to understand written and oral directions;
9. Ability to maintain an effective working relationship with other employees;
10. Ability to deal with the public in a tactful and courteous manner;
11. Ability to type, enter and retrieve information from a computer terminal, minimum of 40 words per minute;
12. Ability to file and retrieve hard copy documents from established filing systems;
13. Must be bondable.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

1. Be certified in accordance with Oklahoma State Statutes, as amended (if required);
2. Some exposure to unpleasant citizens, must be able to handle tactfully;
3. Subject to abnormal stress;
4. Must be able to work rotating shifts;
5. Must have strength sufficient to handle large boxes of computer paper;
6. Work is typically indoors, subject to sitting, standing, or using phone for extended periods;
7. Vision required to read and review written correspondence, reports, statistical and technical information, maps, computer screen, etc.;
8. Hearing and speech required to communicate clearly and distinctly in English, by telephone and face-to-face, within the confinement of a semi-noisy environment;
9. High degree of concentration required when operating radio communication equipment, office machines, etc;
10. Must have skill in foot/hand/eye coordination for using miscellaneous office equipment, radio communication equipment, etc.
11. Subject to constant noise of a computer, copying machine, or telephone;

WORKING CONDITIONS/PHYSICAL REQUIREMENTS: (Continued)

12. Subject to working in a confined area, in close proximity to others, and with frequent interruptions;
13. Subject to continuous exposure to light and glare from a computer terminal;
14. Must be mentally and physically prepared for unforeseen emergencies at all times;
15. Must on occasion delay rest room and meal breaks due to ongoing emergency field operations or incurring emergency call volume;
16. Must be willing to periodically perform stand-by and call back duties and be available for call outs during off duty hours due to emergency situations or staff shortages. Subject to changes in shifts and days off due to workload or staffing needs and seniority considerations.
17. Employees who must perform stand-by and call back duties are required to have made arrangements to arrive at work no later than thirty (30) minutes from the time called back.

SUPERVISION:

A Communications Specialist I will report to a Communications Specialist II, Communication Police Sergeant, Communications Police Lieutenant or Police Captain of Special Services Division.

EEO Class: Administrative Support (OC/9224)

FLSA Status: non-exempt

Grade 14

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA).

I understand and agree that my employment is at will and for no term of definite duration. I also understand and agree that either the City of Chickasha or myself may terminate my employment relationship at any time.

Employee

Date

The City of Chickasha is an Equal Opportunity Employer.