

Distinguishing Features of the Job

Employees in positions of this class perform entrance-level work in operating communications equipment, keeping records, and other duties in the communications center of the police department. They answer police telephones, dispatch police units, and keep simple records of these activities following department procedures. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Communications officers report to and have work reviewed by the shift commander.

Examples of Work

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

- Answers telephone and secures the most accurate information possible for any incident from the caller; takes complaints from other sources such as police units or citizens coming into the station; determines the correct unit(s) to be dispatched and any other pertinent information by following departmental procedure; dispatches unit(s).
- Keeps track of location and condition of each unit at all times; stays in touch with units; takes requests for assistance and complies with such; relays instructions from supervisors, messages, emergency information etc.
- Calls state police or other law enforcement agencies by phone or radio to send or receive messages concerning auto licenses, drivers licenses, runaways, criminal records, etc.
- Answers all police department telephones and transfers callers to the correct office or department; takes telephone messages for police department personnel and delivers them.
- Keeps logs, records, files, and lists by making entries on a regular basis or by periodically reviewing and up-dating information.
- Files report forms, cards, logs, tapes, or other items for future reference; fills out forms, reports, or official documents required by the department;
- Notifies repair crew or supervisor of any malfunctioning equipment.
- Trains new communications officers by giving demonstrations, assisting with work performance, or supervising work performed during training period.
- Prepares for shift change by briefing oncoming shift or by being briefed by outgoing shift, checking records from previous shift, or assembling necessary supplies and equipment.
- Performs related duties as assigned.

Qualification Requirements

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