

**CITY OF COMMERCE
JOB DESCRIPTION
COMMUNICATIONS OFFICER**

Department: Police

Reports to: Police Chief/Assistant Police Chief

Class Number: 09

Date: June, 28, 2000

Revised: August 12, 2005

JOB SUMMARY

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
2. Dispatches police and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
3. Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.
4. Maintains dispatch center work area and equipment in clean and working condition.
5. Operates radios as needed and assists in radio communications; operates base radio as required.
6. Operates listed office machines as required.
7. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
8. Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.

9. Maintains dispatch documents and records; prepares case reports.
10. Answers Enhanced 911 calls for service and directs caller to proper agency. Dispatches emergency units needed to respond to type of 911 call received.

PERIPHERAL DUTIES

Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.

Assists in training new employees.

Takes money for payments and issues receipts.

Monitors warning system and alarms.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and
- (B) Two (2) years of increasingly responsible related experience preferred, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- (B) Some skill in operation of the listed tools and equipment.
- (C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

SPECIAL REQUIREMENTS

Felony convictions and disqualifying criminal histories within the past seven years are not allowed; U.S. citizen; must be able to read and write the English language; must be of good moral character and of temperate and industrious habits.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; telephone, radio and Enhanced 911.

PHYSICAL DEMANDS

The physical demands 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.

Work includes sitting, talking, hearing, using hands to finger, handle or feel objects, tools or controls and reaching with hands and arms. The employee is occasionally required to walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must occasionally push, pull, lift and/or carry up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; psychological examination; job related tests may be required; drug screening; final selection and pre-employment medical examination. NOTE: Appointees will be subject to completion of a standard probationary period.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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 City of Commerce is an "at will" employer. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have been furnished a copy of this job description.

Signature

Date