

CITY OF ROCKLEDGE

JOB DESCRIPTION

TITLE: COMMUNICATIONS OFFICER

DEPARTMENT: POLICE

GENERAL DESCRIPTION:

Responsible specialized work in dispatching police and fire units to emergencies and assisting the public and providing information to officers through State-wide computer systems and complaint desk activities. Work is performed under the direction of the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

1. Receives incoming calls, obtains essential data, evaluates the situation, and takes appropriate response.
2. Handles complaints and handles emotionally hostile persons on telephone or at the counter.
3. Maintains information systems in Communications Division.
4. Operates communications system in the emergency command center during disasters or mobilizations.
5. Monitors and communicates on the public safety radio with police and fire department personnel.
6. Maintains a wide variety of records and logs. Files documents and records, etc.
7. Maintains security of the communications room.
8. Scans video monitor.
9. Operates CAD computer system.
10. Accesses, inputs and retrieves information from a computer.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

COMMUNICATIONS OFFICER

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MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of the operating characteristics of the communications computer equipment used in the system.
- Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department.
- Knowledge of City streets and landmarks.
- Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition.
- Ability to assess people and situations and use judgement in decision making.
- Ability to establish and maintain effective working relations with co-workers and the general public.
- Ability to understand and express ideas clearly and concisely, orally and in writing.
- Ability to speak clearly, distinctly and politely.
- Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system.
- Skill in the efficient operation of the communication and retrieval equipment in the system.

EDUCATION AND EXPERIENCE:

High school graduation or possession of an acceptable equivalency diploma. Experience in use of a two way communication telephone mini-computer system; or education and experience which provides the above knowledge, skills and abilities.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

FCIC/NCIC certified.

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction).
- Acceptable hearing (without hearing aid).
- Ability to communicate effectively both orally and in writing.
- Ability to access, input and retrieve information from a computer.
- Ability to type accurately.
- Ability to enter data at a prescribed rate of speed.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment under stressful conditions.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)