

City of Florence
Communications Officer
Represented by the Florence Police Employees Association

DEPARTMENT: Police
CLASSIFIED: Regular, Full-time
DATE: November 2014

REPORTS TO: Comm. Supervisor
POSITION STATUS: Non-exempt
SALARY: \$18.74-\$27.23/hourly

COMMUNICATIONS OFFICER

PURPOSE OF POSITION:

Receives calls from the public regarding crime and emergency situations and dispatches appropriate safety service response; performs work in the care and custody of prisoners; performs a variety of record keeping and clerical functions; does related work as required.

Work is normally performed under the general supervision of the Communications Supervisor who reviews work for overall effectiveness and conformance to policies, procedures, rules and regulations.

ESSENTIAL JOB FUNCTIONS:

Receives incoming 9-1-1 calls and other telephone calls on emergency and non-emergency situations; dispatches appropriate personnel and equipment including law enforcement, fire and medical.

Monitors radio frequencies of Sheriffs Office, Tribal Police, OSP, VCALL and UCALL, Fire Departments and Ambulance and dispatches personnel according to policy and procedures.

Operates Law Enforcement Data Systems (LEDS) and CMI Justice CAD/RMS computer terminal and responds to inquiries on persons and vehicles, driver information, registration, criminal history and stolen property. Performs criminal background checks on business license applicants.

Monitors prisoners and officers throughout the jail, booking area and the BA room. Performs searches of same-sex prisoners.

Enters arrest warrants, citations, and stolen property records into the computer; and maintains other department logs, indexes and files related to dispatch function.

Greets the public at the information counter and provides assistance as necessary. Receives and receipts monies for bail, vehicle impound fees, copies of reports and other records, and fingerprinting fees.

Monitors and sends teletypes to other agencies; notifies officers of information pertaining to the field.

Must be available to work all rotating shifts, weekends, and holidays as needed to cover 24-hour public safety operations.

Performs all other related duties as assigned.

Expected to follow all safety rules and procedures established for work areas.

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QUALIFICATIONS & REQUIREMENTS:

EDUCATION AND EXPERIENCE

High school graduation or GED is required. Four years in an office environment; experience with fast paced customer service; radio and telephone communications and/or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties.

KNOWLEDGE, SKILLS, AND ABILITIES

Basic knowledge of modern law enforcement principles, procedures, techniques, and equipment preferred. Intermediate knowledge of a multi-line telephone systems, radio dispatching, multi-tasking-divided attention skills, phone and direct customer service preferred.

Must be able to pass standardized skills test with negligible errors on a computer keyboard; ability to type at a net corrected rate of 40 words per minute, minimum.

Ability to tactfully and effectively meet and interact with the public; communicate effectively verbally and in writing; speak clearly and distinctly; interact tactfully and respectfully with supervisors, co-workers and others to develop and maintain effective working relationships; respond rapidly to emergency situations while maintaining composure; exercise sound judgment in evaluating situations and making decisions; possess ability to perform multiple tasks simultaneously while using divided attention skills; learn and follow the applicable laws, ordinances, and department rules and regulations; follow verbal and written instructions; and learn and remember the city's geographical details, public buildings and common landmarks.

LICENSES AND CERTIFICATIONS

Appointees must have a Basic Telecommunicators certification from the Oregon Department of Public Safety Standards and Training (DPSST), or the ability to obtain a certificate within twelve months of the date of hire.

PHYSICAL DEMANDS OF POSITION:

In performance of job duties, the employee is frequently required to sit, talk, hear, stand; use hands to finger, handle, or feel objects tools, or controls; reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, crouch, bend, and reach.

The employee may occasionally lift and/or move up to 25 pound weights. Specific vision abilities required by this job are established by the Oregon Department of Public Safety Standards and Training and include close vision, color vision, peripheral vision, and the ability to adjust focus. Specific hearing abilities are established by DPSST and include the ability to have sufficient hearing in both ears to perform essential tasks, hear changes in frequencies, radio transmission, and identify abnormal equipment noises. Must have significant speaking ability to perform speaking-related essential tasks. Position may be required to deal with violent and combative

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individuals requiring considerable physical effort.

WORKING CONDITIONS:

In the performance of the job duties, the employee will work indoors at a computer terminal with multiple distractions such as radio transmissions, printers, people talking, and telephones. May include contact with individuals who may become violent, combative, under the influence of drugs/alcohol or who have communicable diseases. Must remain at dispatch terminal for extended periods of time when no others are available. The noise level in the work environment is usually moderate to quiet.

SUPERVISORY RESPONSIBILITIES:

Although supervision is not normally a responsibility of positions in this classification, employees may be requested to provide work guidance and/or training to new communications officers and police officers in the communications area.

SUPERVISION RECEIVED: Works under the direction of the Communications Supervisor or his/her designee.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER WORK AS NECESSARY.