

**CHARLESTON DEPARTMENT PUBLIC SAFETY
POSITION DESCRIPTION
COMMUNICATIONS OFFICER**

NATURE OF WORK

This is communications work in the operation of a public safety radio system and associated equipment. Work involves the receipt and transmission of radio and telephone messages and the dispatching of police, fire, and other emergency personnel in accordance with standardized procedures and regulations. This is a non-sworn position. The work is performed under the general supervision of the Head Dispatcher whose work is performed under the supervision of the Director of Public Safety.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

This list is not comprehensive, but indicates duties and responsibilities which may be redefined pursuant to operation needs.

Monitor, receive calls, and broadcast on public safety radio for department, receive requests for police, fire and other emergency services by telephone, radio or teletype.

Determine nature of required assistance, location and other pertinent information; differentiate between routine, priority and emergency requirements; deploy nearest appropriate public safety response to the scene or event, or notifies the appropriate agency of the call; transmit pertinent information regarding service requirements; calls backup assistance as required.

Create log of calls for service and daily incidents handled by department personnel, such as emergency runs, fire calls, vehicle stops and other activities.

Remain cognizant of complaints, designated priorities and availability of units capable of responding to reported incidents.

Assist citizens who telephone with complaints and questions; provide information and assistance for other city departments; disseminate information to the public regarding city and/or departmental operations when authorized.

Query criminal justice data banks to obtain information on warrants, driving histories, missing persons, vehicles, stolen property; assess the information for pertinence to situation at hand, and relays it to the appropriate officer or agency.

May train new dispatchers as assigned.

Provide effective and efficient customer service and promote and maintain responsive community relations.

OTHER JOB FUNCTIONS

Performs related duties as assigned.

REQUIREMENTS FOR WORK

Graduation for high school or GED with experience as a telephone operator, dispatcher or similar work; or any equivalent combination or training and experience that provide the following knowledge, ability and skills:

Knowledge of orderly record keeping methods and procedures;

Knowledge of the geography and street layout of the city and county;

Ability to learn the principals involved in the operation of radio, telephone, computer and related communications equipment;

Ability to learn the principles of emergency sirens, pagers, and other emergency warning devices;

Ability to learn local, state and federal laws as required;

Ability to learn codes, signals, phonetic alphabet and military time;

Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies;

Ability to set priorities; ability for rapid decision making combined with mature judgment when confronted with the critical or unexpected;

Ability to speak concisely and distinctly; ability to develop rapport; maintain composure and deal effectively with hysterical/irate people;

Ability to maintain required records and perform data entry;

Ability to establish and maintain effective working relationships with others;

NECESSARY SPECIAL REQUIREMENTS

Criminal Record: Applicant's record must be free of felonies and misdemeanors involving crimes of moral turpitude.

Possess certification by the MO State Highway Patrol to operate the criminal justice computer system MULES (MO Uniform Law Enforcement System), or qualified to obtain such

certification within a reasonable amount of time after employment; and ability to maintain certification while employed.

Establish residency within 15 miles of Charleston within one year of employment.

Successfully complete one year probationary period.

I hereby acknowledge that I have read and understand the job description for the position of Communications Officer.

Employee Printed Name: _____

Employee Signature: _____

Date: _____