

City of Junction City

Job Description for the position of:

Communications Officer II

Department:	Police	Pay Range:	CO II
Position Type:	Full-time; All Shifts	FLSA Status:	Non-exempt
Supervised By:	Sergeant	Bargain Unit:	Police Association

GENERAL POSITION SUMMARY:

Answers incoming calls for police, fire and/or medical emergency and non-emergency incidents then transmits information to responsible agency. Acts as first point of contact for Police Department. Respond to inquiries and requests from the public, receipt and record payments, and process requests for information. The person in this position is expected to maintain contact with all assigned and unassigned units via radio, monitor their status and location, and monitor and care for inmates lodged in the City's jail facility.

An employee in this position has access to personal information on customers that could be considered confidential and is expected to maintain the confidentiality. They are also expected to remain calm in what can be very stressful situations and carefully follow procedures and policies.

The person in this position must be able to work day and/or night shifts. Person must be willing to change shifts, work extra hours, and work on holidays. The work contains an element of personal risk involving the exercise of sound judgment in assessing human behavior, for handling emergency situations, confidentially, and in the resolution of day-to-day dispatch problems.

ESSENTIAL FUNCTIONS/ MAJOR RESPONSIBILITIES:

1. Answers incoming 9-1-1 and non-emergency calls for police, fire, ambulance and/or other requests for assistance.
2. Receives, evaluates and prioritizes emergency call information.
3. Performs initial complaint screening by asking key questions, obtaining pertinent information from callers, and clarifying information.
4. Makes decision as to type of emergency, correct response and responsible agency to respond to incident; handles a variety of complaints and incidents.
5. Enter calls for service into a computer-aided dispatch (CAD) system.
6. Dispatch and maintain contact with all assigned and unassigned units via radio, and monitor their status and location.
7. Deals with a variety of incidents and callers, which may involve calming emotionally upset citizens, handling irate and abusive citizen calls, and assisting people who speak a different language or use the telecommunication device for the deaf.
8. Enter, update, and retrieve information from a variety of computer systems.
9. Process requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data.

City of Junction City

10. Monitor multiple public safety radio frequencies.
11. Monitor and feed inmates lodged in a four bed jail facility.
12. Accept and record payments for bail, vehicle impounds, fingerprinting, towing, and animal control.
13. Operate a variety of communications equipment, including radio consoles, telephones and computer systems.
14. Maintain subpoena records, warrant books, abandoned vehicle logs, and kennel logs.
15. Perform general cleaning in the dispatch, jail, kitchen, and other work areas.
16. Maintain and keep all resource materials up to date.
17. Sort and distribute incoming mail.
18. Professionally handle all contacts and communicate effectively and intelligently with others.
19. Carry out all assigned duties in accordance with established procedures.
20. Other assigned duties as deemed necessary.

NON-ESSENTIAL FUNCTIONS:

Nothing specified.

SUPERVISORY RESPONSIBILITIES OF THE POSITION:

This position does not include any supervisory responsibility.

INTERPERSONAL CONTACTS:

Communications officers have continual contact with citizens, other staff members, police program volunteers, and personnel from outside agencies. The contact is by radio, phone, email, mail, and in person. Communications officers also have direct contact with inmates housed in the Junction City Jail. In general the contact is pleasant in nature; however, there are occasions in which irate customers, poor hygiene, and exposure to disease and persons under the influence, and/or stressful communication can cause unpleasant contact.

SPECIFIC JOB SKILLS REQUIRED:

1. Ability to operate a multiline telephone system, printers, fax machines, and TTY machines.
2. Ability to operate a computerized radio console and controls.
3. Ability to maintain proper voice control for clear concise communication in person, on the phone and over the radio.
4. Ability to effectively listen to, interpret and obtain all necessary information from the public, units in the field and inmates.
5. Ability to operate a windows based computer system and keep up with changing technology. Possess basic knowledge of word processing and use of an email program.

City of Junction City

6. Ability to simultaneously answer phones, prioritize calls for service, determine appropriate personnel and resources to dispatch, dispatch field units to calls for service, read maps, direct field units to calls and handle customer service issues in the lobby.
7. Ability to type 40 wpm and handwrite accurate, detailed reports and emails in a logical and easily understood manner.
8. Ability to type 40 words per minute with a high degree of accuracy.
9. Ability to accurately enter reports and traffic citations into a computer database.
10. Dispatchers must be able and willing to comply with all department policies and procedures.
11. Ability to follow directives.
12. Possess or obtain state certifications including Telecommunications, Emergency Medical Dispatching, CPR, food handler and notary public.
13. Deal tactfully with the general public, co-workers and others.
14. Knowledge of computer systems and electronic data processing.
15. Knowledge of modern office practices and procedures.
16. Ability to read maps and find locations.
17. Ability to work under stressful situations.
18. Must be able to quickly move from one task to another.
19. Ability to perform basic math skills.

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATES REQUIRED:

High school diploma/GED and a minimum of one year of communications experience required. Must be able to successfully train at all dispatching and call-taking functions. Must possess a valid Oregon drivers' license or be able to obtain within three months. Must possess Department of Public Safety Standard Telecommunicator (DPSST) certification, Emergency Medical Dispatch (EMD) certification, and become LEDS certified. Must also possess or obtain within six (6) months a First Aid/CPR card. Must be available to work variable shifts. All combinations of experience, training, and certifications which demonstrate the knowledge, skills, and ability to perform the above described duties will be considered and evaluated based on current need.

DESIRABLE QUALIFICATIONS:

Depending on department need preference may or may not be given to candidates with extensive law enforcement communications experience; current Law Enforcement Database System entry level certification; certification as a Notary Public; current food handlers' card; current CPR certification; DPSST certification beyond basic.

OVERALL JOB STRENGTH RATING: (*Oregon Workers' Compensation Rules, Div. 436-035-0012*).

Medium

PHYSICAL REQUIREMENTS:

City of Junction City

1. **Standing:** Frequent to prepare meals, make copies, and check on inmates.
2. **Sitting:** Continuous in padded, adjustable office chairs for extended periods of time.
3. **Handling:** Continuous using a computer keyboard, mouse, and communications equipment for extended periods of time.
4. **Seeing:** Continuous to look at and operate four computer screens for extended periods of time, prepare meals, and observe inmates.
5. **Hearing:** Continuous to hear all radio communication and operate telephone. Must be within the minimum standards set by DPSST for certification or correctable to that level.
6. **Speaking:** Continuous to speak clearly and understandably via radio and telephone.
7. **Lifting:** Occasional to lift office supplies, files and boxes to an approximate weight of 40 pounds.
8. **Walking:** Occasional to prepare and serve prisoner meals.
9. **Rotating Shifts:** Must be able to stay awake for 10 hour shifts, including overnight.
10. **Twisting:** Frequent to prepare and serve prisoner meals, pick up objects, assist patrons at window, and to view and manipulate computers and communication equipment.
11. **Driving:** Rare to assist other staff or run errands.
12. **Changing positions:** Frequent to look at different screens, equipment, and assist patrons at window.
13. **Carrying:** Occasional to deliver meals, transport files, boxes, and office equipment to an approximate weight of 40 pounds.
14. **Pushing/Pulling:** Frequent to open and close cell and office doors, refrigerator doors, to grasp documents and items from service window.
15. **Bending:** Frequent from waist for meal preparation.
16. **Reaching:** Continuous to grasp receivers on telephones, computer mouse, communications equipment, hand meal trays to inmates, retrieve meal trays, prepare meals, and to grasp documents and items from patrons at window.
17. **Grasping:** Frequent documents, telephone receivers, computer mouse, communications equipment, and kitchen tools and handles.
18. **Pinching:** Frequent paperwork, pens to write in log books, record books, and reports.
19. **Climbing:** Occasional to obtain items from upper shelves, cabinets, and vehicles and getting into and out of vehicles.
20. **Balancing:** Rare while on step stool to reach items.
21. **Kneeling:** Occasional to pick up dropped items, view and/or reach items in low storage places.
22. **Crouching:** Rare, if ever.

City of Junction City

23. **Crawling:** Rare, if ever.

24. **Writing:** Frequent to hand write reports, receipts, permits, and make entries into log books and records. This includes the physical act as well as the cognitive ability to put thoughts into a logical order which can be easily understood by others.

25. **Depth Perception:** Frequent in using kitchen tools, passing trays, documents, and items back and forth at public window and cell doors.

26. **Color Vision:** Frequent to differentiate between items.

ORDINARY ENVIRONMENTAL FACTORS:

Majority of activity is indoors under fluorescent lighting with no windows. Employees may be required to walk outdoors for brief errands. Environment is somewhat louder and has more distractions than a typical office setting. Employees are exposed to radio communication which can be loud and frequent.

MACHINES/TOOLS/EQUIPMENT USED AS A NORMAL PART OF THE JOB:

Computers, fax machine, printers, TTY machines, microwave ovens, multi-line phone system, radio console, and occasionally operate a city owned vehicle.

NCCI Code:

EEO code:

Employee Signature/Date

Supervisors Signature/Date

Department Head Signature/Date

City Administrator or Mayor Signature/Date

Distribution:

- Copy to employee.
- Copy to direct supervisor. (May also give copy to department head, city administrator, and/or mayor if requested)
- Original to payroll to be placed in employee's master file.