

PUBLIC SAFETY COMMUNICATIONS SPECIALIST

DEFINITION

To receive, process and transmit emergency and non-emergency calls, information requests and messages in support of law enforcement operations; to operate radio communications and teletype equipment; to perform a wide variety of responsible clerical and record-keeping functions related to dispatching and office operations; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Public Safety Communications Dispatch Supervisor.

EXAMPLES OF ESSENTIAL FUNCTIONS - *Essential functions may include, but are not limited to, the following:*

Receives and processes inquiries, complaints, information and emergency calls from the public.

Evaluates and dispatches routine and emergency radio calls to appropriate City law enforcement personnel and to units in other jurisdictions as appropriate; questions callers for specific information needed; determines proper personnel and/or equipment to be dispatched.

Maintains, monitors and records contact and disposition of field patrol units on an on-going basis.

Monitors multiple radio channels for information / dispatch purposes.

Operates radio communication and teletype equipment in receiving and transmitting information requests to and from field patrol personnel regarding vehicle registrations, driving records, warrants, criminal records, stolen property, missing persons, and other police-related matters.

Monitors and changes tapes for radio and telephone communication recording; duplicates tapes as required.

Performs tests on equipment to ensure proper operation and reports maintenance needs to the supervisor.

Monitors security cameras and security alarm panels and dispatches appropriate personnel / equipment as required.

May train and review the work of trainees if so qualified.

Performs various clerical work as required, including but not limited to preparing and maintaining accurate records, compiling and preparing statistical reports from operational records kept, entering and retrieving computer data, preparing computer-generated

reports, copying and filing documents, sending and receiving faxes, greeting and assisting office visitors, and typing a variety of records, reports, forms, correspondence and other materials.

Operates a variety of communications equipment in the performance of daily tasks, including radio systems, telephone systems, telecommunications equipment for the hearing impaired, recording equipment, computer systems, etc. ; operates general office equipment.

Assists in maintaining clean and orderly work areas.

MINIMUM QUALIFICATIONS

Knowledge of:

Proper operations of a two-way radio communications system.

Modern office practices and technology, including the use of computers for word and data processing, record-keeping and report writing, and proper telephone techniques.

English usage, spelling, grammar, punctuation and vocabulary.

Safe work practices.

Ability to:

Read, learn, understand and apply pertinent federal, state and local laws, rules and regulations.

Understand and follow complex oral and written instructions independently.

Perform and coordinate several tasks simultaneously.

Learn the terminology, communication codes and procedures used in public safety dispatching.

Use sound judgment in reacting quickly, effectively and calmly in emergency situations.

Appraise situations and people accurately and quickly, and adopt an effective course of action.

Communicate via radio and telephone in a clear and concise manner.

Obtain accurate information when dealing with callers who are upset, afraid, injured, etc.; transmit accurate information; give accurate directions over the telephone.

Learn the roads, major landmarks, geography and layout of the City and immediate areas; read and interpret road maps effectively.

Prepare clear and concise records and reports.

Communicate clearly and concisely, both orally and in writing.

Properly operate and maintain communications and office equipment used in the performance of daily tasks.

Type accurately at a rate required for successful job performance.

Establish and maintain effective working relationships with those contacted in the course of work.

Learn and utilize new skills and information to improve job performance and efficiency.

Work rotation shifts including nights, weekends and holidays as assigned.

Experience:

One year of experience in a position involving significant public contact.

Education:

Graduation from high school or GED.

Additional Requirements:

Possession of a valid California driver's license.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at desk and intermittently walk, stand, bend, kneel, crouch, twist and reach while performing duties; lift and/or move up to 10 pounds of weight; use hands to type on computer and handle controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone and radio to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.