



## **JOB DESCRIPTION**

### **COMMUNICATIONS OFFICER**

Department: POLICE

Supervisor: COMMUNICATIONS SUPERVISOR

### **STANDARD**

This position is responsible for receiving calls for assistance from the public and dispatching the appropriate emergency and non-emergency personnel. This includes all department communications' activities including fixed and mobile radio operations, teletype, telephones, complaint desk, private communications bulletin board exchange, and messenger service within the department, as well as between the Police Department and other related agencies.

### **PRACTICE GUIDELINES**

- Receives, monitors, and dispatches radio communications traffic for emergency and non-emergency situations.
- Receives and screens all incoming telephone calls from the public and other public safety agencies; categorizes and prioritizes calls.
- Dispatches the appropriate emergency personnel to incident locations.
- Assists the public by providing directions and information.
- Maintains a continuous log of incoming radio calls.
- Monitors and routes incoming messages from national and state computer networks; enters and removes information as requested into NCIC and GCIC networks, including information on missing persons and stolen articles; validates information as required.
- Assists officers on duty by using the GCIC and NCIC computers to run criminal and license histories and relaying messages.
- Enters such information to the computer as dispatch information, traffic citations, police reports, and cases.
- Monitors, operates and manages complex communications and computer equipment.
- May perform miscellaneous duties such as entering data from police reports to computer, assisting in the bonding process, accepting and receipting money for accident and incident reports, and others.
- Serves citizens by coordinating utility re-connections when City Hall is closed.
- Notifies employees in Public Utilities when citizens have needs for water or electrical service during hours when City Hall is closed.
- Performs other related duties as assigned.

### **KNOWLEDGE REQUIRED BY THE POSITION:**

- Knowledge of applicable federal, state and local statutes and departmental policies and procedures.

- Knowledge of the regulations and procedures of state and national crime information centers.
- Knowledge of the geography and street system of the city.
- Knowledge of the ratio codes used in public safety work.
- Knowledge of dispatching procedures.
- Skill in the operation of radio/communications equipment.
- Skill in the operation of computers.
- Skill in written and oral communication.
- Skill in dealing with the public.
- Skill in maintaining records and preparing reports.
- Skill in making decisions accurately and rapidly.

### **SUPERVISORY CONTROLS**

The Communications Supervisor assigns work in terms of general instructions. Completed work is reviewed for compliance with procedures and the nature and propriety of the final results.

### **GUIDELINES**

Guidelines include federal and state laws, city ordinances, NCIC and GCIC procedures, and departmental standard operating procedures. These guidelines are clear and specific but may require some interpretation in application.

### **COMPLEXITY**

This position consists of related technical dispatching tasks. The need to respond quickly to emergency situations contributes to the complexity of the work.

### **SCOPE AND EFFECT**

The purpose of this position is to receive incoming calls and dispatch the appropriate emergency or non-emergency personnel. Successful performance helps ensure the protection of community life and property.

### **PERSONAL CONTACTS**

Contacts are typically with co-workers, other city employees, representatives of other public safety agencies, representatives of service and support agencies, and the general public.

### **PURPOSE OF CONTACTS**

Contacts are typically to exchange information, resolve problems and provide services.

### **PHYSICAL DEMANDS**

The work is typically performed with the employee sitting at a desk with intermittent standing or stooping.

### **WORK ENVIRONMENT**

The work is performed in an office setting that is often noisy. Some work in the jail may expose the employee to infectious diseases and may require the use of such protective devices as gloves.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY: NONE**

## **MINIMUM QUALIFICATIONS**

- High School education of GED and one to two years' experience. Equivalent combination of education and experience.
- Possession of or ability to readily obtain GCIC/NCIC certification.
- Employee must be able to successfully complete the Basic Communications Certification course as approved by Georgia Peach Officers Standards and Training within six (6) months of employment.