

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Communications Officer

Department: Police
Pay Grade: CO2
FLSA Status: Non-Exempt
Job Code: P420

JOB SUMMARY

The purpose of this classification is to facilitate the flow of information between the public and law enforcement officers, animal control, firefighters, medical personnel, or emergency personnel by answering emergency and non-emergency calls for service and dispatching appropriate response units.

ESSENTIAL JOB FUNCTIONS

- Answers emergency 911 and non-emergency voice and TDD calls for service; determines the nature of the call and what type of assistance or information is needed; routes calls to proper agency personnel; monitors non-emergency phone calls taken by 911; monitors dispatched radio traffic; interacts with the public to respond to inquiries; deals with sensitive and confidential matters; calls back disconnects to determine the nature and location of the problem.
- Enters and maintains data in computer aided dispatch system (CAD); enters and retrieves technical information from a computer in order to perform research, update records, or respond to requests for information.
- Enters data into, and obtains data from, the Georgia Crime Information Center (GCIC) network and the National Crime Information Center (NCIC) network, such as driver's license and automobile tag information; enters stolen, or removes found, vehicles and weapons in system; enters information on missing or found persons; confirms warrants for other jurisdictions through NCIC and GCIC.
- Assists callers in high stress situations, such as domestic violence, suicide, hostage calls, and when a loved one dies; gives CPR instructions to callers for patients who are in cardiac arrests; gives medical pre-arrival instruction to patients who are in need of medical assistance; communicates with caller on phone while logging radio traffic.

- Monitors all radio frequencies assigned; dispatches, via radio, emergency calls requiring law enforcement, fire, or emergency medical service response, according to priority and availability of field units.
- Monitors cameras across the city for alarms, inclement weather, and traffic as well as cameras at City Hall and the Police department.
- Monitors bank and phone alarms, including City Hall and all City owned buildings and all participating retailers.
- Monitors and ensures all communications equipment is functioning at all times; diagnoses problems to refer to proper repair technician.
- Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a computer, printer, radio console, facsimile machine, copier, calculator, multi-line phone, radio communications equipment, computer aided dispatch system, TTY/TDD system, headsets, weather computer, paper shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High school diploma or GED; one (1) year of work experience involving communication with the public; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain the following certifications within one year of employment: POST Registered or Certified in Communications, Emergency Medical Dispatch, GCIC/NCIC Terminal Agency Coordinator, and CPR-First Aid in the State of Georgia.

Special Requirements:

- Must be a United States citizen.
- Must pass extensive background check, home check, drug screening, medical, polygraph and psychological tests.

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.