



## Communications Officer Police

PD/8

### JOB SUMMARY

This position is responsible for responding to emergency and non-emergency calls and for dispatching emergency personnel as appropriate.

### MAJOR DUTIES

- Responds to calls from field personnel; provides information and assistance; makes status checks for officers on call; monitors radio traffic.
- Monitors security cameras.
- Answers 911 calls; collects information and dispatches appropriate personnel; provides information regarding calls; requests mutual aid; contacts key holders; requests wrecker and locksmith services.
- Contacts on-call utility personnel as needed.
- Documents officer radio traffic.
- Processes registration and license information via GCIC and NCIC.
- Logs all information received.
- Conducts visual checks of inmates; orders and issues jail meals; inspects jail conditions; maintains jail log; processes inmate requests for medical attention; dispenses medications and hygiene products; assists in the searching of inmates.
- Processes inmates; prepares arrest and booking information; completes required forms and reports; receives, logs and stores inmate property; provides inmates with bonding information; contacts judges at officers' request; completes, prints and files arrest and booking, citation, bond sheet, citation, and warrant documents.
- Logs all warrants and citations; records executions; prints, stamps and files citations issued by officers.
- Prepares stolen articles, guns and missing person files.
- Answers switchboard; dispatches emergency personnel; takes messages; provides information and assistance.
- Greets visitors; provides information and assistance.
- Logs repossessed and towed vehicle information.
- Activates severe weather sirens.
- Performs other duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency and non-emergency communications protocols.
- Knowledge of jail security procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of modern office practices.
- Knowledge of GCIC requirements and policies.
- Skill in the use of radio and telephone equipment.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise administrative reports.
- Skill in oral and written communication.

## **SUPERVISORY CONTROLS**

The Communications Supervisor/Municipal Court Clerk assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include GCIC and NCIC rules and regulations and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related emergency and non-emergency communications duties. The life or death nature of some calls contributes to the complexity of the position.
- The purpose of this position is to process incoming emergency and non-emergency calls and to provide supervision of the city jail. Success in this position contributes to the efficiency and effectiveness of emergency response operations and contributes to the security of the jail.

## **CONTACTS**

- Contacts are typically with co-workers, other city employees, emergency responders, judges, inmates, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, to resolve problems, or to motivate or influence persons.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending or crouching. The employee occasionally lifts light objects, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- No experience requirements.
- Possession of or ability to readily obtain GCIC/NCIC certification.