

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	P415
FLSA:	N
WC:	7720
PG:	508
EEO:	5

CLASSIFICATION TITLE: SENIOR COMMUNICATIONS OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to train new employees and serve as shift supervisor for the 911 Communications Center.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, trains and evaluates assigned staff on shift, processing employee concerns and problems, directing work, counseling, completing employee performance appraisals and recommending employee discipline.

Coordinates daily work activities on shift; organizes, prioritizes, and assigns work; monitors work activities and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

Receives emergency and non-emergency calls; prioritizes calls; processes and/or transmits public safety information into the computer and dispatches law enforcement officers, animal control, firefighters, medical personnel, or emergency personnel; assists subordinate personnel in handling unusual or complex situations.

Enters data into, and obtains data from, the Georgia Crime Information Center (GCIC) network and the National Crime Information Center (NCIC) network, such as drivers 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.

Coordinates multi-unit and multi-jurisdictional response calls; contacts outside agencies for law enforcement officers and fire personnel, such as the gas company, railroad, police, wreckers, etc.

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.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; two years of experience in 911 communications; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain the following certifications: POST Registered or Certified in Communications, Emergency Medical Dispatch, GCIC/NCIC Operator, and CPR-First Aid for the State of Georgia.

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

Data Utilization: Requires the 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.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards, and coordinating activities.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the 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.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, 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 workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.