

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	P420
FLSA:	N
WC:	7720
PG:	506
EEO:	5

CLASSIFICATION TITLE: COMMUNICATIONS OFFICER

PURPOSE OF CLASSIFICATION

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 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.

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 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.

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 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.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; 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. Must 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. Must be a United States citizen.

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 apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

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.