

**CITY OF GUNNISON
JOB DESCRIPTION**

DEPARTMENT: POLICE
DIVISION: Communications
JOB TITLE: Communications Officer
DATE: March 2007

GENERAL DESCRIPTION OF DUTIES:

Performs public contact and communications duties necessary for the dispatching of all law enforcements agencies, emergency medical services, and fire departments for emergency and non-emergency situations. Re-directs incoming City Hall telephone traffic and serves as the after hours answering point for a variety of customer agencies as well as City services.

EXAMPLES OF DUTIES:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.

Answers all emergency and non-emergency phone lines serving Gunnison and Hinsdale county law enforcement agencies, emergency medical services, fire departments, and other customer agencies obtaining or providing critical information, referring calls to other organizations, or dispatching appropriate agencies.

Answers all Enhanced 911 lines serving Gunnison and Hinsdale counties and cell phone services obtaining vital information and prioritizing calls; dispatches appropriate services; maintains/updates database information.

Performs data entry of, searches, and distributes information from CCIC/NCIC computer systems including warrants, driver's licenses and histories, vehicle registrations, and criminal histories.

Maintains, updates and files all appropriate logs, tapes, cassettes, computer records, warrants, and other documents.

Monitors status and location of all law enforcement and emergency response personnel in Gunnison and Hinsdale counties through radio and telephone contact and maintains log of locations and activities.

Answers incoming City telephone calls, redirecting calls to the appropriate party and serving as emergency contact point after hours, processing requests for utility and public works services and citizen inquiries.

Pages on-call personnel as requested for all user agencies.

Provides Emergency Medical Dispatching for those requiring pre-arrival medical assistance.

Initiates Emergency Notification Systems (Reverse 911, Public Access Systems) as requested.

Monitors a variety of alarms including hardwire, dial-in, and central station types. Dispatches appropriate emergency services to alarms.

Maintains a current lists of telephone numbers, pagers, reference books, emergency and disaster plans, business contacts, maps, schedules, callout procedures, roads and subdivisions, and other resource information.

Performs other duties as required.

ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the Communications Director. May be supervised by the Chief of Police, Police Captain, Police Sergeant, Dispatch Supervisor, or Lead Dispatcher when Communications Director is not available.

EDUCATION AND EXPERIENCE:

High school diploma or GED.

NECESSARY REQUIREMENTS:

Must successfully complete the department's six month Communication Training and Evaluation Program.

Must obtain the CCIC Terminal Operator certification within six months of employment.

Must become EMD (Emergency Medical Dispatcher) certified within the first year of employment.

Must pass a thorough background investigation. Applicants with a record of conviction for serious misdemeanors or felony crimes will be disqualified.

Must demonstrate a proficiency in computer keyboarding.

KNOWLEDGE, SKILLS, AND ABILITIES:

Customer service skills including the ability to resolve/diffuse customer issues and complaints.

Ability to handle and resolve emotional or confrontation situations.

Ability to manage a large and diverse workload.

Ability to handle high stress.

Ability to perform numerous tasks simultaneously.

Must demonstrate an understanding of confidentiality of information.

Must be capable of operating computer programs in use by the Communications Center.

ENVIRONMENTAL AND PHYSICAL CONDITIONS:

The majority of this position's duties are performed within an indoor environment. The incumbent may be exposed to noise, mechanical and electrical, and other related hazards associated with an office environment. Incumbents are required to work rotating day, evening, and night shifts, as well as weekends and holidays.

The incumbent must be able to remain seated at the dispatch console for long periods.

Ability to lift, carry, push or pull burdens weighing up to 25 pounds to move printers, replace ribbons and cartridges, minor repair on equipment, handle file boxes, replenish paper stocks, or use large map books.

Ability to participate in heightened levels of conversation in person or via telephone, and distinguish telephone, radio/pager signals, printers, computers, and other auditory tones.

Visual and physical ability to work on computers for substantial amounts of time.

Ability to speak and be understood clearly over telephone and radio transmissions.

Must be capable of using the English language to communicate effectively both verbally and in writing.

Must be capable of reading printed material on computer monitors, handwritten information, and typed information. Must be able to correctly distinguish the colors showing status on CAD Screens.

Employee Signature

Date

Supervisor Signature

Date

Title