



JOB DESCRIPTION

ORGANIZATION: City of Lebanon	LOCATION: Lebanon, OR
DEPARTMENT: Police	DATE: March 2022
JOB TITLE: Communications Specialist	JOB STATUS: Non-Exempt
SALARY GRADE: Teamsters 5	FLSA Exempt: No

PURPOSE OF POSITION: Answer police emergency, non-emergency, inter-departmental and inter-agency calls. Operate computer-aided dispatch (CAD) and sophisticated communications equipment systems; assist the public after hours; and perform related duties as assigned.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: *The duties listed below include, but are not limited to, the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. All employees are expected to maintain job proficiency by completing relevant position specific training and pursuing available and approved professional development opportunities; maintain work area in a clean and orderly manner; maintain regular job attendance and adherence to working hours; follow all City policies; follow all established safety rules and procedures.*

1. Maintain flexibility to call needs that may arise in the dispatch center.
2. Answer police 9-1-1 emergency calls and non-emergency calls; assess needs of caller; prioritize and document requests for assistance; and provide information for accurate dispatch.
3. Initiate and maintain radio and MDT communication with officers to provide pertinent initial and follow up information and maintain constant record of unit status for personal safety and efficient response.
4. Enter call information into CAD systems, utilizing CAD and records systems to provide information to officers to assist in their job performance. Enter information into regional information system as needed for law enforcement data and records.
5. Consistently monitor the following: prisoner safety and activity via cameras (document activity as necessary), radio frequencies (including surrounding agencies), closed-circuit camera system (Justice Center, Library and covert areas), and remotely operate Justice Center electronic doors/gates (including jail – controlling prisoner accessibility). Advise shift commander of safety or suspicious activity or concerns.
6. Ensure shift commander and other supervisory personnel are informed of emergency situations and overall activity.
7. Assist walk-in customers after-hours, through use of lobby telephone; take messages; provide information; receive complaints; receipt in bail monies and release impounded vehicles.

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8. Assist with count/verification of prescribed medication administered to prisoners.
9. May perform various corrections duties, when requested, to include searching of prisoners and their clothing, feeding prisoners, and accompanying officers when transporting prisoners.
10. Enter/remove pertinent information regarding arrest warrants, stolen property, runaway juveniles and missing persons, using LEDS/NCIC and department computer system data.
11. Perform a variety of other clerical duties as directed.
12. Assist with after-business-hours requests for other City services, as well as Federal, State and County agencies by notifying appropriate personnel for response.

MANDATORY QUALIFICATIONS:

Education & Experience:

1. Equivalent to a high school diploma with additional specialized training and one (1) year general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

Licenses & Certificates:

1. Must be at least 21 years of age, able to pass a criminal record and background investigation, psychological screening, and possess and maintain an Oregon Driver License with an acceptable driving record.
2. Meet requirements for attendance at the DPSST Basic Telecommunicator Course, to include meeting twelfth-grade reading/writing standards and medical examination.
3. Must be able to possess and maintain DPSST Basic Telecommunicator Certificate within eighteen (18) months of appointment to position.
4. Must be able to possess and maintain Notary Public, LEDS Entry/Inquiry Level Certificate, and CPR/First Aid card within six months of appointment.
5. Possess and maintain CJIS security clearance.

DESIRABLE QUALIFICATIONS:

1. Previous experience within a law enforcement department and/or experience operating radio dispatch equipment is desirable.
2. Current DPSST Basic Telecommunicator Certificate, LEDS Entry/Inquiry Level Certificate, Notary Public, and CPR/First Aid card at time of appointment is desirable.
3. Bilingual in English/Spanish is desirable
4. Knowledge of community and surrounding areas is desirable.
5. Possess and maintain a valid Oregon driver license and acceptable driving record.

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KNOWLEDGE, SKILLS, AND ABILITIES: The qualities below reflect the working dynamic of the position.

Knowledge of:

1. Local area streets and locations.
2. Emergency service organizations and functions.
3. Office procedures and operation of multi-line telephone and other standard office equipment.
4. Principles, practices and techniques of public administration, City government, policies and procedures.
5. Reporting and disclosure requirements of government entities.

Skill in:

1. Quick thinking and independent judgement in a highly stressful environment, gathering, prioritizing, determining appropriate course of action, and documenting caller information while maintaining radio traffic and monitoring prisoner activity by security camera.
2. Implementing work methods and procedures which promote a safe working environment.
3. Interpreting, understanding, and applying technical reports, statutes, rules, and regulations.
4. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
5. Developing and implementing recommendations regarding work procedures and cost-effective services.
6. Providing outstanding customer satisfaction (internally and externally).
7. Typing speed of 40 WPM with no more than 3 errors.
8. Proficient use of Microsoft Office and applicable specialized law enforcement software.

Ability to:

1. Communicate orally and in writing in a clear and concise manner.
2. Represent the City positively and effectively in meetings with others.
3. Establish and maintain effective working relationship with those contacted in the course of work.
4. Negotiate effective solutions to complex problems.
5. Perform effectively under conditions of fluctuating workload.

PHYSICAL DEMANDS OF POSITION: *The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. While performing the duties of this position, the employee is required to communicate, reach and manipulate objects, tools, or controls. This position requires mobility.
2. Duties involve moving materials, typically weighing up to 15 pounds on a regular basis and infrequently moving materials weighing up to 40 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as a computer keyboard, calculator, and standard office equipment.

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WORKING CONDITIONS:

1. Usual office working conditions. The noise level in the work area is somewhat higher than a typical office environment; however, no hearing protection is required. Incumbent may be assigned rotating shifts, weekends and holidays.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel regarding department policies, procedures, and practices.

SUPERVISION RECEIVED: Works under the direction of the assigned Lieutenant.



Approved by City Manager

3/25/2022
March 2022