



JOB DESCRIPTION

ORGANIZATION:	City of Lebanon	LOCATION:	Lebanon, OR
DEPARTMENT:	Police	DATE:	January 2017
DIVISION:	Communications	JOB STATUS:	Non-Exempt
JOB TITLE:	Communications Specialist	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 are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

1. Maintain regular job attendance and adherence to working hours with 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: 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.
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. Follow all safety rules and procedures for work areas.
13. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.
14. Maintain work areas in a clean and orderly manner.
15. Assist with after-business-hours requests for other City services, as well as Federal, State and County agencies by notifying appropriate personnel for response.
16. Operate a motor vehicle safely and legally.

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/maintain a valid Oregon operator's license with 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.
2. Current DPSST Basic Telecommunicator Certificate, LEDS Entry/Inquiry Level Certificate, Notary Public, and CPR/First Aid card at time of appointment.

3. Bilingual in English/Spanish.
4. Knowledge of community and surrounding areas.

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 judgment 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; recommending and implementing more cost-effective methods.
5. Providing outstanding customer satisfaction (internally and externally).
6. Typing speed of 40 WPM with no more than 3 errors.
7. 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. Gather information from individuals dealing with highly emotional and/or volatile circumstances.
3. Represent the City positively and effectively in meetings.
4. Establish and maintain effective working relationships with those contacted in the course of work.
5. Negotiate effective solutions to complex problems.
6. Maintain confidentiality and exercise discretion in dealing with sensitive and confidential information.

PHYSICAL DEMANDS OF POSITION:

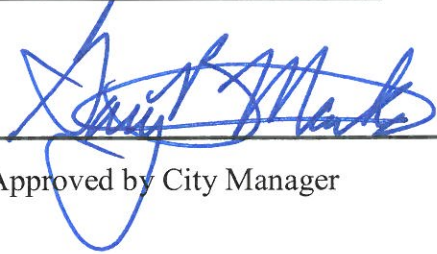
1. While performing the duties of this position, the employee is frequently required to communicate, reach and manipulate objects, tools or controls. The position requires mobility.
2. Duties involve moving materials weighing up to 15 pounds on a regular basis, and may infrequently require moving materials weighing up to 40 pounds.

3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as radio console, computer keyboard, jail control panels and standard office equipment.

WORKING CONDITIONS: 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 general supervision of the Lieutenant or Captain.



Approved by City Manager

January 2017