



Detailed Job Description

COMMUNICATIONS TECHNICIAN I

JOB TITLE Communications Technician I		SUPERVISOR RESPONSIBILITY None	DIVISION/DEPARTMENT Police - Communications
LOCATION Pittsburg, KS 66762		<input checked="" type="checkbox"/> Full-time: <u>40</u> Hours Non-exempt	DATE WRITTEN 04/28/2010 Rev. 11/27/18
REPORTS TO Assistant Communications Supervisor Communications Supervisor Administrative Lieutenant	HOURLY PAY \$12.93---\$19.99/hour Grade 7		EXPERIENCE High School diploma or G.E.D. equivalency, proficient typing skills required. Experience in an emergency services communications division with basic knowledge and/or experience with the use of computer systems, multi-line telephone and 911 systems, two-way radio systems and other related communications equipment; or Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.
OVERTIME EXPECTATIONS As required or directed.	OVERTIME PAY/TRAVEL REQUIREMENTS 1.5 times the hourly rate/ Travel typically not required.	BENEFITS Per Employee Manual	
JOB OBJECTIVE: The Communications Technician is responsible for providing dispatching services to emergency services providers and public service entities during their tour of duty. Objectives include receiving and processing emergency and non-emergency requests for service and relaying these requests to the appropriate resources and service providers. This position requires working a rotation of various shifts and work days including day, evening and midnight shifts, weekends and holidays.			
ESSENTIAL FUNCTIONS Ability to remain calm and focused in times of high stress to ensure proper resolution to emergency situations Answer all calls for service, both emergency and non-emergency received from the public, law enforcement agencies, City departments and other sources. Determine the nature and priority of the call for service and dispatch appropriate service providers to properly address the incident or request for service. Monitor and maintain communications with callers, field units and other responders to provide updated information concerning incidents identify additional assets that may be required to assist in resolving an incident and direct those resources to incident scenes as necessary.			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.



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Provide direction and assistance to callers during emergency situations through the use of established communications practices, procedures and protocols until the arrival of personnel who can take control of the incident. Maintain records and information concerning crime reports, dispatch information, calls for service, business information, contact persons and other official documents related to public safety communications in a timely and efficient manner. Provide information concerning general safety and personal security to the general public during situations such as crimes in progress, dangerous weather conditions, natural or man-made hazards and other similar situations. Provide local and regional information such as weather and road conditions to the public and other emergency services personnel. Performs all work duties and activities in accordance with City policies and procedures; works in a safe manner, follows City Safety policies and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Proper techniques for receiving and handling telephone service requests;
Operation of two-way radio systems to produce effective communications in accordance with Federal (FCC), State and Departmental rules and regulations;
City streets and areas surrounding the City including the geographical layout of patrol beats or districts;
Emergency services dispatching procedures;
Departmental policies, procedures and organization;
Computer aided dispatching (CAD) systems;
Operation of multi-line telephone and 911 telephone systems'
Computer systems and job-related software operating systems.

Ability to:

Complete work thoroughly, accurately and timely
Type accurately at 35 wpm with no more than a 10% error rate;
Operate two-way radio equipment in a fast and efficient manner including times of high stress;
Perform routine clerical work;
Follow departmental guidelines and procedures related to emergency services dispatching;
Exercise good judgment in handling and prioritizing calls for services and emergency situations under sometimes stressful circumstances;
Establish and maintain effective working relationships with other employees and the general public;
Communicate clearly and concisely both orally and in writing and prepare accurate and grammatically correct reports;
Operate standard office equipment including a personal computer using software program applications appropriate to public safety dispatching;
Operate specialized communications equipment required to carry out job tasks and assignments;
Respond to citizen requests in a courteous and effective manner;
Perform a wide variety of duties and responsibilities with speed and accuracy during times of stress and time-sensitive deadlines;
Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks;
Appropriately handle and maintain information of a confidential or sensitive nature.

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WORK REQUIREMENTS: *The environment characteristics described here are representative of those an employee encounters while performing essential functions.*

The primary duties of this class are performed in a fast paced, high volume call center environment frequently under high stress situations and demands. Employee MUST be available to work all three rotating shifts (days, afternoons and evenings) plus weekends and holidays and overtime (scheduled and non-scheduled).

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise;

Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arm's length or less (distinguish letters and numbers) and to see in detail objects or printed material at greater than arm's length;

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment and a computer;

Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds, and work in an office environment.

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