



JOB DESCRIPTION

COMMUNICATIONS TECHNICIAN I

Department:	Communications	Classification/FLSA:	Full Time, Non-Exempt
Location:	Law Enforcement Center	Reports To:	Communications Supervisor
Supervises:	N/A	Salary Range:	\$13.46 - \$16.83 hourly
Benefits:	Per City Handbook	Travel:	As needed

POSITION SUMMARY

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 a rotation of various shifts and work days, including day, evening and midnight shifts, weekends and holidays.

DUTIES AND RESPONSIBILITIES

- 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 to identify additional assets that may be required to assist in resolving an incident and direct those resources to incident scenes as necessary.
- 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.
- 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.
- Maintains 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.
- 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.

COMMUNICATIONS TECHNICIAN I continued

DUTIES AND RESPONSIBILITIES continued

- Successfully employ the strategy of active listening in order to effectively and efficiently handle calls for service and other interpersonal activities.
- Efficiently, effectively, and properly utilize the National Crime Information Center (NCIC) system and the Kansas Criminal Justice Information System (KCJIS) network to accomplish job tasks
- Operation of a two-way radio system to produce effective communications in accordance with Federal (FCC), State and Departmental rules and regulations

POSITION COMPETENCIES

- Ability to remain calm and focused in times of high stress to ensure proper resolution to emergency situations.
- Ability to write and type legibly using proper sentence structure, grammar, punctuation, and spelling in the English language.
- Understand and follow moderately complex oral instructions in the English language.
- Communicate orally, in the English language using a telephone and radio.
- Operates a computer-aided dispatching console consisting of a computer-based telephone system and radio console.
- Must have acceptable working knowledge of computer operations, stressing accuracy and speed.
- Must be able to independently make and carry out effective and timely decisions; competently perform under stress when confronted with emergency and critical situations; perform a variety of tasks, transitioning quickly from one to another while maintaining proficiency and composure.
- Knowledge of: City streets and areas surrounding the City including the geographical layout of patrol beats or districts; Emergency services dispatching procedures; Computer-aided dispatching (CAD) systems; Operation of multi-line telephone and 911 telephone systems; Computer systems and job-related software operating systems
- Ability to: Work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner, often in stressful situations; Multi-task continuously; Obtain essential information from persons under stress; Speak clearly and distinctly; Listen and comprehend the radio and phone simultaneously; Act quickly and calmly in emergencies; Complete work thoroughly, accurately, and timely
- Must be able to appropriately handle and maintain information of a confidential or sensitive nature
- Must perform a wide variety of duties and responsibilities with speed and accuracy during times of stress and time-sensitive deadlines

EDUCATION

- Must be able to complete NCIC (National Crime Information Center) certification within 6 months of employment and maintain NCIC certification every 2 years.
- High School Diploma or GED
- Any relevant training or experience in customer service and/or call centers is advantageous.

COMMUNICATIONS TECHNICIAN I continued

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed. May occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

WORKING CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

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