



POSITION TITLE: Communications Specialist

DEPARTMENT: Police Department

REPORTS TO: Communications Supervisor

FLSA DESIGNATION: Non-Exempt

AFFILIATION: Non-Bargaining

SALARY GRADE: 7

Position Purpose:

The Communication Specialist provides skilled communications services for the Police Department's Communications Center as well as general communication services for the City outside of business hours. The Communications Specialist receives, routes and transmits emergency and general information via a variety of methods (including but not limited to telephone, computer and radio) for City public safety and highway departments, as well as the State Police and other public safety agencies.

Essential Functions:

(The essential functions, or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Operate and monitor a variety of communication and alarm equipment, including but not limited to telephones; radio networks; local, state and national computer networks; and burglar, fire and ambulance alarm systems.
2. Receive requests for police, fire, ambulance and other emergency assistance; ascertain nature of request and dispatch appropriate service unit in accordance with established procedures; determine urgency of call and elicit necessary information.
3. Exercise tact and judgment in calmly assessing and addressing emergency situations, including but not limited to, de-escalating violent or suicidal individuals; calming upset or distraught individuals; and providing communications and instructions to employees and others at crime or emergency scenes.

4. Answer calls for City departments outside regular business hours; answer requests for general information from the public, City departments and other municipalities or agencies; provide general assistance to citizens with questions about City operations.
5. Provide clerical assistance to the Police Department and Communications Center, including but not limited to completing a Call for Service form for each incident and maintaining information systems to aid in locating individuals, places, services and procedures in the event of emergencies in other municipalities.
6. Coordinate radio traffic on multiple frequencies during regional or local emergencies; determine priority traffic and coordinate appropriate responses.
7. Assist in maintaining headquarters security via buzzer lock doors and CCTV network; maintain security log of individuals entering Police Department.
8. Monitor and supervise the Lebanon Police Incarceration Facility via CCTV network; monitor the prisoner processing area for the safety of police officers.
9. Maintain records as required, including but not limited to Domestic Violence Order file; NCIC files of stolen vehicles, articles, plates, and missing and wanted persons.
10. Maintain alarm monitoring system, including billing yearly fees and monthly false alarm fees; maintain dog licensing files.
11. Simultaneously operate several computer networks, including the National Law Enforcement Telecommunications Systems and local multi-file systems.
12. Maintain voice recording system of all telephone and radio communications for all public safety and public utilities.
13. Substantial contact with public; assist with walk-in and telephone requests, complaints and questions; route information requests to appropriate individuals, departments and agencies.
14. Enter misdemeanor and felony warrants into the state database.
15. Provide after-hours records department services, such as receiving parking ticket payments; receiving and distributing requests for pistol permits and reports.
18. Performs similar or related work as required, directed or as situation dictates, or as may be assigned by the Communications Supervisor or Deputy Police Chief.

Recommended Minimum Qualifications:

Education, Training and Experience:

- The Communication Specialist must successfully complete a thorough background check, including a polygraph, drug screening test and a psychological examination.
- High School diploma or equivalent required.
- At least one year of prior experience with communications systems preferred.

Other combinations of education and experience that qualify an individual to perform the requisite job duties and responsibilities may be considered.

Knowledge, Ability and Skill:

- Knowledge of communications equipment, practices, techniques and methods; ability to consistently apply laws and policies applicable to position.
- Knowledge or ability to learn applicable federal, state and City statutes, ordinances and regulations.
- Excellent verbal, written and customer service skills.
- Ability to work effectively with public safety employees and agencies; City departments; the public; government officials; and others engaged in business with the Police Department.
- Ability to work independently and with minimal supervision in a very stressful work environment; to prioritize and balance competing needs; and to apply sound judgment, sensitivity and diplomacy in addressing the needs of individuals and the Police Department.
- Ability to maintain confidentiality of sensitive information.
- Ability to deal with challenging individuals and situations with professionalism and sensitivity.
- Excellent skills in using multiple communication methods.
- Ability to analyze data; perform research; and prepare reports and presentations.
- Excellent organizational skills; accuracy and attention to detail.

- Willingness to learn about the City and issues of general interest to citizens, to answer questions and refer individuals to appropriate resources.

Licenses/Certifications:

- Must have or become certified as a State Police On- Line Telecommunication System Operator.
- Must complete specialized training in Law Enforcement Dispatch, Fire Service Dispatch and Emergency Medical Dispatch.

Physical Requirements:

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.

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 30 pounds, such as supplies, folders, and books. Certain tasks require the ability to view computer screens for extended periods of time. Ability to operate office and communications equipment as well as software used in the Communications Center.

Job Environment:

- Work is performed under typical office conditions; work environment is moderately noisy, and subject to frequent interruptions.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence, and in person; they generally consist of an information exchange dialogue, discussing routine and complex issues.
- Has access to confidential departmental information.
- Errors could result in delay of department services, and have legal and/or life threatening or financial repercussions.
- The Communications Specialist must be able to handle periods of low activity punctuated with high stress situations which require good judgment, calm and tact, including but not limited to, dealing with victims of crimes, individuals suspected of crimes, accidents and other emergencies, suicidal or impaired individuals and many other situations. There are also frequent communications of a more routine nature. The Communications Specialist must maintain strict confidentiality of information and records received.
- The Communications Center operates 24 hours a day, seven days a week, and the Communication Specialist must be available for a variety of shifts, including holidays and



extended shifts. Under normal circumstances, the Communication Specialist cannot leave the Center during his/her shift and during some shifts, he/she may be the only employee in the Center.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL DATE: *May 20, 2018

*Date of Council Action to Amend Ordinance #18 to incorporate findings of MRI's January 2018 Wage & Classification Study (fully updated Wage and Classification Scale adopted)

NOTE: Job descriptions may be revised as needed to meet the City's business and operational needs.

Revision Dates: