

Town of New London, NH

POSITION: Communications Specialist

DEPARTMENT: Police

FLSA STATUS: Non Exempt

REPORTS TO: Communications Supervisor

LABOR GRADE: 10

DATE: April 2016

GENERAL SUMMARY

Under the supervision of the Communications Supervisor, the Communications Specialist is the link between the general public and all the police, fire and emergency medical services, and is responsible for the emergency and non-emergency relay of information between the general public and the agencies/departments served.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors telephones for incoming requests for Police, Fire and Medical Emergency service as well as for non-emergency, administrative and court-related business; directs incoming calls to the proper units.
- Monitors Police, Fire, Ambulance, Highway, other Municipal agencies, Marine Patrol, Fish and Game, and Civil Defense radios for traffic directed to the Communications Office.
- Dispatches calls for service to proper units and assists units in handling the requests.
- Assigns and maintains a call for service card (CFS) on all Police, Fire and Medical Service requests according to the New London Police Department Communications Standard Operating Procedures.
- Acts as a Terminal Agency Operator for the State Police Online Telecommunications System (SPOTS).
- Monitors, maintains and operates NLETS/SPOTS/NCIC computer link according to the New London Police Department Communications SOP and federal and state laws.
- Monitors and operates Crime Star, the in-house records management system.
- Monitors, maintains and operates Inforad paging system, the in-house alpha pager system.
- Monitors, maintains and operates ComLog digital recording, the in-house recording equipment for radio and phone lines.
- Keeps the Chief of Police advised of all unusual or major incidents in the Town and surrounding areas.
- Receives and dispatches emergency complaints for the Water Department, Wastewater Department and Highway Department on weekends, evenings, holidays and at other times when the administrative offices are closed.
- Receives and dispatches requests for services from non-governmental agencies such as the power, telephone, cable, wrecker services and locksmiths.
- Receives and dispatches requests for animal control services; matters related to wild animals will be referred to NH Fish & Game.
- Receives and dispatches to Marine Patrol (Summer)/ NH Fish & Game (Winter) issues involving lakes and ponds; appropriate Medical and Fire services will be dispatched for those emergency issues involving lakes and ponds.
- Logs all criminal history requests.
- Enters data on stolen property and wanted persons in the SPOTS/NCIC hot files.
- Makes inquiries through the SPOTS/NCIC terminal on tag registrations, driver's licenses, person and property warrants.
- Assists in monitoring the closed-circuit television system for the Department's holding facilities.
- Assists with requests at the public window.
- Assists all co-workers and superiors in their duties as necessary.
- Assists shift supervisors and patrol officers in obtaining job-related CJIS information.
- Receives and dispatches Emergency 911 calls.
- Functions as an on-duty dispatcher to receive calls for medical assistance from a member of the community or E911, processing such calls for the nature and severity of the emergency.
- Calls Signal 1000 for priority radio traffic in accordance with the SOP.

- Functions as on-duty dispatcher to coordinate and dispatch appropriate medical resources, relaying pertinent medical information on the patient to responding personnel.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

SUPERVISORY CONTROLS The supervisor provides continuing or individual assignments by indicating generally what needs to be done, limitations, quantity and quality expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

COMPLEXITY The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

PERSONAL CONTACTS The personal contacts are with individuals or groups from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not established on a routine basis; the purpose and extent of each contact is different; the role and authority of each party is identified and developed during the course of the contact).

PURPOSE OF CONTACTS The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the Department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Knowledge and level of competency commonly associated with the completion of a high school diploma, preferably supplemented by two (2) years of college level work in police science, criminology, criminal justice or related field.

- Must hear and speak well enough to converse on the radio, telephone and in person over incident noise and be alert to situations of danger.
- Must be able to work under pressure in a fast paced, highly stressful atmosphere.
- Must be certified as a SPOTS/NCIC Terminal Operator within six months of appointment to a communications position with the Town of New London Police Department.
- Experience sufficient to thoroughly understand of the diverse objectives and functions of the Department.

Knowledge, Skills and Abilities

- Knowledge of police, fire/EMS rules and regulations, state law and Town ordinances, standard law enforcement practices and procedures.
- Knowledge of general police, fire and medical practices and procedures.
- Knowledge of the rules and regulations, policies and procedures for the police, fire and emergency medical services departments for which dispatch services are provided.
- Knowledge of federal, state and local laws and ordinances.
- Knowledge of the general geography of the towns for which dispatch services are provided, including Town boundaries, surrounding jurisdictions, street numbering systems, and primary highways and roads.
- Knowledge of telephone interview and information gathering techniques.
- Knowledge of the radio codes and signals.
- Knowledge of telephone interviews and information gathering techniques, in order to insure the rapid and accurate collections and dissemination of required information.
- Skill in written and oral communications and interpersonal relations.
- Skill in the use of computers and typing.
- Skill in decision-making and problem solving.
- Ability to operate multi-line telephone equipment.
- Ability to operate multi-frequency radio equipment.
- Ability to handle life threatening, emergency situations involving police officers, firefighters, and medical personnel, while maintaining a calm and professional demeanor.
- Ability to remain calm in emergency situations, including those where someone screams, uses obscene language or is drunk, irrational or confused and calls where a violent crime is in progress.
- Ability to make quick decisions with limited information when one or more person's safety is at stake.
- Ability to establish effective and courteous working relationships with fellow police officers, firefighters, medical personnel, the general public and other agencies.
- Ability to act with tact and impartiality.
- Ability to communicate clearly both orally and in writing.
- Ability to learn the operation of specialized computer programs and equipment.

LICENSING AND CERTIFICATION

SPOTS/NCIC Certification

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone and other general office equipment.

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.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms, speak, see and hear. Employee must occasionally lift/move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.