

COMMUNICATIONS OFFICER

City of Oakley

Police Department

POSITION SUMMARY

Under the supervision of the Chief Communications Officer, the Communications Officer is a non-exempt position under FLSA which performs dispatch duties for the City of Oakley, Logan County, and Gove County. This employee answers incoming telephone calls, obtains necessary information, and dispatches emergency response personnel. This employee should be able to remain calm during a crisis situation, and possess excellent communication and public relation skills.

ESSENTIAL FUNCTIONS

- Receives 911 telephone calls and non-emergency telephone calls;
- Prioritizes incoming telephone calls;
- Fields questions, concerns, and complaints from the general public;
- Dispatches emergency personnel and equipment as needed;
- Maintains radio contact with emergency and non-emergency units;
- Conducts inquiries into state and federal computers to access needed information;
- Monitors department security and maintains confidentiality at all times;
- Performs computer and data entry duties;
- Performs clerical duties, including typing, filing, and photocopying;
- Maintains secondary files;
- Follows department policies and procedures;
- Follows department safety procedures and practices;
- Ability to work nights, weekends, holidays and extra shifts as needed.

MARGINAL FUNCTIONS

- Assists lost or stranded citizens;
- Attends training courses;
- Performs matron duties;
- Assists other departments as needed;
- Performs other duties as deemed necessary or assigned.

Classification Quick View

FLSA: NON-EXEMPT

ADA: APPLICABLE

FMLA: ELIGIBLE

OSHA:
BLOODBORNE PATHOGENS

WORKING CONDITIONS:
HAZARDOUS CHEMICALS
ADVERSE WEATHER
EXCESSIVE NOISE

*COMMUNICATIONS OFFICER
POSITION REQUIREMENTS*

Experience: One to three years of similar or related experience is preferred. Basic computer knowledge is preferred. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months to one year of employment.

Education: A high school diploma or GED is required. This employee must possess NCIC/ASTRA Certification within six months of employment, and the ability to pass the Emergency Medical Dispatch course once enrolled.

Technical Skills: A working knowledge of federal, state, and local laws and regulations concerning radio communications, law enforcement, fire, EMS, and disaster management communications procedures, 911 systems and issues, computers, dispatching duties, office procedures, CPR and First Aid, local geography, and mathematics is required. This employee must be able to operate computers, telephones, two-way radios, emergency warning equipment, voice recorders, and other department equipment. The ability to understand and anticipate problems, to remain calm in emergency situations, to type with speed and accuracy, to follow department policies and procedures, to prepare reports, and to read and interpret written instructions, maps, reports, department logs, and instructional materials is required. This employee should possess excellent public relation, oral and written communication skills.

Problem Solving: Independent problem solving is involved in this position. This employee encounters problems with emergency situations and citizen concerns and complaints, and lack of time to resolve crisis situations.

Decision Making: Independent decision making is involved in this position. This employee makes decisions about prioritizing incoming telephone calls, resolving citizen concerns and complaints and emergency situations, and performing daily duties in the most efficient manner.

Supervision: This position is subject to frequent supervision from the Chief Communications Officer, but does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible for department resources and equipment. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, and supervisory personnel is expected.

Working Conditions: Some adverse working conditions exist within this position. Working in an office setting with a computer is the primary aspect of this position. Exposure to bloodborne pathogens, hazardous chemicals, explosives, excessive noise, and all types of weather conditions is expected.

Physical Requirements: Physical activity associated with working in an office setting is required to perform the daily duties of this position.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.
