



## Job Description

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<b>TITLE:</b>	<b>Police Communications Specialist</b>	<b>JOB CODE:</b>	194
<b>DEPARTMENT:</b>	Police Department	<b>FLSA:</b>	Non-Exempt
<b>PREPARED:</b>	November 2004	<b>UPDATED:</b>	

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**Summary:** Under general supervision, performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeps official records; and assists in the administration of the standard operating policies and procedures of the dispatch center.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Monitors telephones and radio in the dispatch center; answers all incoming calls and ascertains nature of call; gathers all necessary information to transmit or relay.
- Dispatches police, fire and other response vehicles for emergency situations; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department; ensures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
- Maintains log on radio and telephone communications and location of personnel and equipment; maintains on-going contact with the responding personnel and keeps them informed of all pertinent incoming information; keeps track of various information such as traffic lights out and streets closed, and keeps emergency personnel informed.
- Maintains dispatch center work area and equipment in clean and working condition.
- Composes, types, and edits material requiring judgment as to content, accuracy, and completeness for the (CAD) Computer Aided Dispatch System.
- Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
- Maintains dispatch documents and records; prepares case reports.
- Monitors individuals in holding cells for proper conduct, safety, and medical or other needs; may assist with the arrest process for female prisoners.
- Assists in training new employees.
- Serves as a member of various employee committees.
- Performs other related duties as assigned.

### Required Knowledge and Skills:

- Knowledge of emergency communications operations, procedures and equipment.
- Knowledge of Police Department policies and procedures.
- Knowledge of computers and electronic data processing equipment and applications.
- Knowledge of modern office practices and procedures.
- Knowledge of basic accounting and bookkeeping principles and practices.
- Skill in operation of radios, consoles and related dispatch tools and equipment.

**Job Description**

Police Communications Specialist

- Skill in performing cashier duties accurately.
- Skill in meeting and dealing with the public and providing high quality customer service.
- Skill in communicating effectively both orally and in writing.
- Skill in establishing effective working relationships with co-workers, other agencies and the public.
- Skill in handling stressful situations.

**Education and Experience**

- High School diploma or GED, and one (1) year of general office experience including typing, filing, accounting or bookkeeping.
- State of Arizona driver's license with a record of no suspensions or revocations.
- Must have a personal record with no felony convictions and no disqualifying criminal history.
- Must be a citizen of the United States.
- Must be certified in the Arizona Criminal Justice Information System (ACJIS) within one (1) year of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Frequently requires sitting, talking and hearing; occasionally requires walking; frequently requires using hands to finger, handle, or feel objects, tools, or controls, and to reach with hands and arms.
- Occasionally requires lifting and/or moving up to 20 pounds; requires close vision and the ability to adjust focus.
- Work is performed in an office environment; noise level is usually quiet.

**Equipment and Tools Utilized:**

- Computer-aided systems; personal computer including word processing software; copy machine; fax machine; telephone and radio.

**Approvals:**

<b>Employee:</b>	_____	<b>Date:</b>	_____
<b>Supervisor:</b>	_____	<b>Date:</b>	_____
<b>Department Head:</b>	_____	<b>Date:</b>	_____