

CITY OF BLACK HAWK
2016 Job Description

JOB TITLE: Communications Officer I	DEPARTMENT: Police Department
REPORTS TO: Administrative Commander	EXEMPT: No
HIRING RANGE: \$21.6365 - \$24.8822 / HR	

SUMMARY

Under the direction and supervision of the Administrative Commander, the Communications Officer serves as a team member with other personnel. As a Communications Officer, the employee is responsible for the operation of the emergency communications console including the receipt of calls and proper dispatch of appropriate equipment and personnel to provide assistance to the citizens of Black Hawk in the areas of Police, Fire and Emergency Medical Services.

DISTINGUISHING CHARACTERISTICS

The Communications Officer is responsible for dispatching emergency assistance to the citizens efficiently and quickly. The Communications Officer is required to follow established procedures dispatching such assistance. The Communications Officer receives general work instructions and assistance from supervisory personnel and coworkers in unusual circumstances. The Communications Officer must be willing to share in the total workload, including working scheduled and unscheduled overtime. The Communications Officer will make decisions requiring judgment in applying the procedures to specific emergencies. Confidentiality rules must be adhered to at all times. The employee must carefully weigh all aspects of the situation in determining the most effective course of action. The employee is responsible for the accuracy and confidentiality of NCIC/CCIC records data being transmitted to authorized personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The listed examples of work are not intended to be all-inclusive. They establish a flexible, functional base from which the employee operates. Duties may include, but are not limited to the following:

- Answers incoming phone calls which include; emergency and non-emergency calls for Police, Fire, Rescue and Public Works. Interviews callers to gather and record information in order to properly dispatch appropriate personnel and equipment.
- Studies geographical locations in order to dispatch the nearest available and most appropriate personnel.
- Operates FCC approved radio equipment in order to properly dispatch non-emergency and emergency personnel and equipment in a timely and efficient manner.

- Prioritizes routine requests for service on the basis of nature of call and availability of field units.
- Monitors and answers several radio frequencies of local services; also monitors additional frequencies for adjacent jurisdictions.
- Verifies completeness of information on documents for accuracy; assigns case report numbers; researches files for documenting paperwork.
- Maintains accurate and current awareness of the status and location of all personnel and equipment.
- Operates computer terminals to enter, query, modify and/or delete data from the NCIC/CCIC and CAD computer systems. Sends and receives information from various government agencies.
- Responds to a variety of routine and non-routine inquiries by telephone or in person requiring a working knowledge of departmental policies and applicable laws. Provides after hours informational assistance to the general public.
- Monitors building security via video monitors; monitors the main lobby/reception area, officer booking area, holding cell and prisoner receiving area.
- Processes Black Hawk Municipal Court bonds.
- Receives messages for various members of the Police Department.
- Receives sorts, disseminates, logs, processes and files a variety of documents, reports, and other records alphabetically, numerically or by other established classification. Removes material from files upon request; checks records and papers for completeness and compliance with established standards and procedures; distributes reports to other divisions; uses independent judgment.
- May appear in court to offer testimony relative to job for criminal and civil cases.
- Attends and participates in prescribed courses of classroom instruction and field observation (e.g. ride-along with criminal justice agencies); other training designed to improve one's abilities as a Communications Officer; (e.g. EMD training).

QUALIFICATIONS

Language Skills:

- Understanding of the ability to read and comprehend instructions relating to Law Enforcement. Ability to type short correspondence clearly and concisely, using acceptable grammar, punctuation and spelling; sends teletypes via the CBI computer.
- Ability to speak in a clear, concise and understandable manner and comprehend various types of information, accounts of past events, directions, explanations and ideas.
- Ability to speak effectively and calmly with persons of diverse cultural and educational backgrounds.

Mathematical Skills:

- Ability to add, subtract, multiply and divide.
- Research techniques and procedures.
- Knowledge of all office procedures and computer software programs.
- Basic legal terms and concepts of criminal law.
- Organization procedures and operating details of a Law Enforcement Communications Center.

Ability to:

- Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and emergency situations; make sound decisions in a timely manner; recognize and appraise crisis or emergency and non-emergency situations. Evaluate alternative courses of action and select the most acceptable course.
- Speak in a clear, understandable manner with proper pronunciation, projecting voice clearly; effectively use police radio and city telephone system.
- Listen to several conversations simultaneously and distinguish important factors from each.
- Be sensitive to the feelings of others and resolve conflicts in ways that do not arouse antagonism, displaying the ability to calm emotional people, listening with empathy and projecting a feeling of trust.
- Ability to develop and maintain effective working relationships with co-workers, supervisors, city personnel, state, county and federal authorities, civic leaders and the general public.
- Ability to assert self when necessary.
- Adjust and maintain composure and perform effectively in stressful situations; exercise restraint when dealing with irate or hostile persons, both in person and by telephone contact. Manage conflict effectively.
- Adapt to changes in work environment – changes in work schedules, shift changes, managing multiple tasks based on priority, changes in technology, sudden stressful situations.
- Be reliable, thorough, punctual, accurate, and assume responsibility for actions. Work with minimal or no supervision.
- Demonstrate history of personal and professional honesty and integrity.
- Follow orders, rules and regulations; has shown a history of compliance with municipal, state and federal laws and statutes.
- Accept criticism in a positive manner; demonstrate the ability to accept responsibility for one's own mistakes and learn from past mistakes, both personal and those of others.

PHYSICAL DEMANDS

Perform the essential job functions physically. Maintain physical condition and fitness to meet the demands as follows:

- Ability to work varied hours, shifts and adjust sleep patterns.
- Ability to sit for extended periods of time, position oneself in front of various computer workstations, ability to function for extended periods of time.
- Ability to carry out light, physical work to include handling objects up to 25 pounds occasionally and/or up to 10 pounds frequently.
- Ability to reach overhead and bend down to retrieve items and documents from various locations.
- Ability to hear within an acceptable range to carry out conversations and understand relevant facts of an urgent nature over the radio, telephone and in person.
- Ability to reach, stoop, hear, see, bend and touch within levels that the essential job functions can be accomplished.
- Ability to pass a general physical exam and drug screen testing.
- Ability to pass a written exam, typing test, spelling test and oral interview.

EXPERIENCE AND EDUCATION

Any combination of education and/or experience that would likely provide the required knowledge, skills and abilities. Example combination may include:

Experience

Three years of increasingly responsible general office and public contact experience.

Demonstrate ability to type 20 correct words per minute.

Education

Equivalent to completion of the twelfth grade.

CERTIFICATES, LICENSES, REGISTRATIONS

Must hold current certification or be able to obtain certification in the following:

- CCIC/NCIC ADVANCED OPERATIONS
- NIBRS OPERATIONS
- EMERGENCY MEDICAL DISPATCHING
- NOTARY PUBLIC – STATE OF COLORADO

NECESSARY REQUIREMENTS

- Must pass a thorough background investigation, including but not limited to, a computer simulation examination, psychological assessment and statement from a credit-reporting bureau. Applicants with a record of conviction for serious misdemeanors or felony crimes will be disqualified.
- Must be able to perform in a busy environment with frequent interruptions
- Employees are expected to follow all types of safety rules and use the department provided safety equipment to include but not limited to: seatbelts, safety glasses, and ear protection, if needed.

COMMENTS

The intent of this classification is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this classification title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or aliens authorized to work and live in the United States.

I have read and fully understand the duties of the job description.

Signature: _____ Date: _____