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| Job Title: | Communications Officer I, II, III |
| Department: | Police Department |
| Reports To: | Captain, Chief |
| Position Status: | Non-Exempt |
| FLSA Status: | Full-Time |
| Grade: | |
| Approved Date: | 7-30-2019 |
| Approved By: | Mayor Nelson |



Job Summary

Under general supervision, to prioritize and coordinate the response of public safety agencies providing law enforcement, fire, and emergency medical services using complex computer systems; to provide support and information to public safety responders, and to document the activities of public safety responders. This position is subject to emergency recall, as needed.

Essential Duties and Responsibilities

1. Communication Center Operations

- 1.1. Operate dispatch radios (police, fire, ambulance) in addition to the 911 telephone system, and administrative phone lines.
- 1.2. Receive emergency service calls from the public requesting law enforcement, fire, ambulance or other emergency services; determine nature and location of emergency; determine priority; dispatch emergency units as necessary and in accordance with established procedures operating a computer aided dispatch system. Recognize and priorities call importance under high stress in life and death situations.
- 1.3. Maintain contact with all units on assignment; maintain status and location of field units (police, fire, ambulance); provide information and assistance to units at on-scene locations as needed.
- 1.4. Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- 1.5. Maintain locations and status information on all mobile units.
- 1.6. Maintain a variety of automated and manual logs, records and files related to dispatching activities; enter, update, and retrieve information from information networks.
- 1.7. Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs pertaining to emergency services activities, communications, and related equipment.
- 1.8. Monitor security alarm systems and cameras.
- 1.9. Maintain various records including property records pertinent to dispatch duties.
- 1.10. Assist in training new dispatchers and telephone operators.
- 1.11. Process reports received.
- 1.12. Provide general assistance to the public via telephone.

2. 911 Operations

- 2.1. Answer multiple in-coming emergency and non-emergency telephone calls utilizing computerized telephone equipment, question callers, and gather information pertinent to the specific problem or emergency, to include walk in traffic.
 - 2.2. Compose official dispatch reports using a computer aided dispatch system to generate a law enforcement, fire, and/or medical response.
 - 2.3. Provide routine information to callers in non-emergency situations.
 - 2.4. Transfer callers not requiring public safety response to appropriate government agency.
3. Public Relations/Service
 - 3.1. Serves as a liaison for the Police Department with other City departments and outside agencies.
 - 3.2. Responds to and resolves difficult and sensitive inquiries and complaints.
4. All other duties as assigned.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are a representation of the minimum knowledge, skills, and abilities required.

Communications Officer I

1. Graduation from high school or its equivalent.
2. Must be able to proficiently read, write, and follow oral instructions in the English language.
3. Possess valid Montana Driver's License.
4. Possess a Montana POST Basic Certification within one year from date of hire.
5. Possess a minimum of one year of continuous employment as a law enforcement Communications Officer.
4. Must complete the Laurel Police Department's FTO program, and be qualified as a Probational Officer.

Communications Officer II

1. Possess a Montana POST Intermediate Certification.

Communications Officer III

1. Possess a Montana POST Advanced Certification.

Physical Demands & Working Conditions

Work is indoors in a normal office environment. Work requires high attention to detail