

CITY OF POST FALLS

CLASS SPECIFICATION

EMERGENCY COMMUNICATIONS OFFICER

Pay Grade: 10

FLSA Designation: non-exempt

Effective Date: 07-07-05

General Statement of Duties

Performs specialized work receiving and dispatching messages in an emergency communication center; performs related work as required.

Classification Summary

The principal function of an employee in this class is to answer emergency and non-emergency calls, including calls for other City services using a multi-line telephone and 911 systems. Employees in this class are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to police vehicles and personnel on an assigned shift. The work is performed under the supervision of a Dispatch Supervisor, with some latitude granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a general office environment, frequently under stressful conditions.

Examples of Work (Illustrative Only)

Essential Duties and Responsibilities

- Receives, evaluates, and prioritizes requests for emergency and non-emergency service from the public, police agencies, City departments, and other callers;
- Interviews all emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance using a telephone switchboard according to established rules and procedures;
- Processes the requests received according to procedure; determines as much information as possible from the requestor to enable the most appropriate agency of responsibility and the most appropriate level of response;
- Dispatches police cruisers, ambulances and other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public in emergency and non-emergency situations;
- Establishes a priority to each request in accordance with established guidelines and enters the request into the Computer Assisted Dispatch (CAD) system for dispatch;
- Maintains telephone contact with callers in evolving situations until the arrival of personnel who take command of the incident;
- Determines from phrasing, vocal stress, and level of cooperation the condition of the caller to provide a proper level of response to the request to ensure the safety of the caller and responders;

- Types information into CAD computer masks and files either as reference material or current information pertaining to calls; accesses multiple CAD files to obtain or insert information;
- Provides assistance, information, and answers inquiries from the public at the department front desk;
- Receives and processes reports, citations, logs, court orders, license applications, and related documents;
- Performs all work duties and activities in accordance with City and Department policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Knowledge, Skills and Abilities

- Telephone call-handling techniques;
- Radio transmission procedures to produce effective communication between two parties;
- Federal (FCC), City, department, and other applicable rules and regulations;
- City streets and surrounding areas, including geographical layout of operating districts;
- Police and emergency medical dispatch procedures;
- Police organization, policies and procedures;
- Computer-aided dispatch (CAD) operating systems;
- Operation of a personal computer and job-related software.

Ability to:

- Follow written and oral instructions;
- Type accurately;
- Operate radio transmitting equipment in a fast and efficient manner, including under stress;
- Perform routine clerical work;
- Follow departmental guidelines and procedures relating to response to emergency situations;
- Exercise good judgment in the handling and prioritizing of calls within the department;
- Effectively communicate and make decisions related to dispatching emergency vehicles under stressful work conditions;
- Listen and retain information communicated in emergency calls;
- Establish and maintain effective working relationships with other employees and the general public;
- Communicate clearly and concisely, orally and in writing;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Operate specialized dispatch communications equipment required to carry out job assignments;

- Prepare accurate and grammatically correct written reports;
- Respond to citizen requests in a courteous and effective manner;
- Perform a wide variety of duties and responsibilities with accuracy and speed under stress and the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency; and
- Some experience and/or training in police dispatch, communications, clerical work or related field; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Must acquire POST certification within one (1) year of hire.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and to review a wide variety of written and electronic materials, distinguish letters and numbers, and to see in detail objects or printed material at greater than arms length;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment and a computer;
- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds, and work in an office environment.