

JOB TITLE: Communications Officer

PD/16

DEPARTMENT: Police, City of Hendersonville

JOB SUMMARY: This receives and processes requests for emergency and non-emergency assistance and dispatches emergency medical, law enforcement, fire, animal or other resources.

MAJOR DUTIES:

- o Receives, screens, processes, and monitors emergency 911 calls and non-emergency calls from the public; receives and processes calls via radio, telephone, TDD telephone, and teletype from other police and public safety agencies; receives visitors, screens requests, and contacts appropriate personnel or agency.
- o Dispatches appropriate agency personnel to incident locations.
- o Maintains communication with parties involved in emergency situations through 911 or regular telephone lines.
- o Responds to requests from officers in regards to license plate, driver's license, criminal history and other information.
- o Responds to requests from the public for various types of information.
- o Refers calls to appropriate jurisdictions as appropriate.
- o Operates the national and state criminal information computer systems.
- o Operates CAD and in-house computer systems.
- o Enters and maintains computer and hard copy records.
- o Monitors weather equipment and provides emergency notification of severe weather.
- o Monitors security cameras inside and outside the building.
- o Maintains inventory of department forms and supplies.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office procedures, including records maintenance, inventory procedures, and customer service.
- o Knowledge of the boundaries and geography of the city.

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- o Knowledge of radio codes and Federal Communication Commission (FCC) rules and regulations.
- o Knowledge of the regulations and procedures of state and national crime information centers.
- o Knowledge of applicable federal and state statutes, local ordinances, and department policies and procedures.
- o Knowledge of supervisory principles and practices.
- o Skill in the operation of radio/communications equipment.
- o Skill in computer operation.
- o Skill in typing.
- o Skill in dealing with the public.
- o Skill in maintaining records and writing reports.
- o Skill in interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Sergeant assigns work in terms of general instructions. The supervisor spot-checks completed work for accuracy, compliance with procedures, and the nature and propriety of the final results.

GUIDELINES: Guidelines include state criminal and traffic laws, city ordinances, NCIC and TCIC policies and procedures, and city and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related radio dispatching duties. The need to deal with persons in stressful situations, the variety of emergency calls received, and necessity of performing multiple tasks at the same time contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to process calls for emergency assistance from the public, and information requests from officers in the field. Successful performance helps ensure the efficient operation of the department.

PERSONAL CONTACTS: Contacts are typically with co-workers, representatives of other law

enforcement and public safety agencies, representatives of service and support agencies, various court personnel, news media representatives, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to exchange information and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting, standing, walking, or stooping. The employee frequently lifts light and heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office setting that is often noisy. The employee may be exposed to unpleasant odors.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o High School Diploma or GED.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Ability to use basic computer applications.