

BLYTHEVILLE POLICE DEPARTMENT

JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS OFFICER

JOB SUMMARY:

The Communications Officer works under the direct supervision of the respective Patrol Lieutenant and is responsible for receiving and dispatching police, fire and EMS personnel for the Blytheville Police Department. This position is non-sworn public employment with law enforcement procedures, city, state and federal laws, department policy and procedures and City personnel rules and regulations governing this position.

EXAMPLES OF WORK:

- 1) Monitors telephones and radios in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay; and verifies safety of officers on the street.
- 2) Answers all 911 calls and dispatches police, fire, ambulance and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel, other law enforcement agencies, and other local concerns in the event of an emergency situation.
- 3) Operates radio equipment, records management and CAD computer, 911 computer equipment, Weather Warning System and Telecommunications Device for the Deaf located in the dispatch center; operates the Arkansas Crime Information Center (ACIC) terminal and the National Crime Information Center (NCIC) terminal to assist officers in conducting their duties by retrieving information on vehicle licenses, driver histories, checks on wanted persons, and communicating with other law enforcement agencies; enters and deletes warrants, stolen property, wanted persons, guns, missing persons and other items into ACIC/NCIC.
- 4) Completes complaint dispatch cards for police, fire and E.M.S.; maintains a radio log on the department computer; and maintains a daily activity log to be shared with co-workers; keeps the dispatch area clean and assures that dispatch equipment is kept in good working order.
- 5) Participates in department training.
- 6) Carries out duties in conformance with federal, state, county, and city laws and ordinances.

COMMUNICATIONS OFFICER (CONT.)

7) Performs related responsibilities as required or assigned.

WORK RELATIONSHIPS:

The Communications Officer has frequent contact with department personnel, general public, other law enforcement agencies and city departments.

SPECIAL JOB DIMENSIONS:

Dispatch personnel are subject to call out during emergency situations. Irregular work hours, and shift work may be required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or listen. The employee is occasionally required to stand; walk; use hands to finger, handle, or operate objects, controls or tools listed above; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

The employee must occasionally lift and /or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

KNOWLEDGES, SKILLS AND ABILITIES:

- Knowledge of general office practices.
- Knowledge of grammar, spelling, and punctuation.
- Knowledge of record keeping systems.
- Knowledge of basic arithmetic.
- Knowledge of basic computer skills.
- Knowledge of emergency communication protocols.
- Ability to answer the telephone, greet visitors, and provide information and assistance.
- Ability to maintain filing systems and research files to verify data in various forms and documents.

COMMUNICATIONS OFFICER (CONT.)

- Ability to operate standard office equipment.
- Ability to operate radio, and other dispatch and communication equipment.
- Ability to answer emergency calls and route to the appropriate department personnel.
- Ability to communicate effectively orally and in writing.

MINIMUM QUALIFICATIONS:

- Be a citizen of the United States.
- Be 18 years of age.
- High School diploma or GED.
- Pass a police background check.
- Certified ACIC Operator.

Other job related education and/or experience may be substituted for all or part of these basic requirements upon approval of the chief of police.

SPECIAL REQUIREMENTS:

Must pass the ACIC Computer Terminal Operations Course(s) and related training.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

October, 05
Reviewed January, 07