

COMMUNICATIONS TECHNICIAN

NATURE OF WORK

This is responsible communications work in the operation of a public safety radio system and associated equipment during an assigned shift.

Work entails the receipt and transmission of radio and telephone messages and the dispatching of rescue service, fire and/or police personnel in accordance with standardized procedures and regulations. Responsibilities include the operation of communications equipment to provide prompt and effective responses to calls for service in both routine and emergency situations. Incumbents are expected to exercise judgment in coordinating and following through on responses to situations which may affect the lives and safety of the public, police personnel, and others responsible for public protection and safety. Assignments involve several phases being pursued concurrently or sequentially. Decisions include isolating and defining unknown conditions and taking action in conformance with established criteria. Initially, work is performed under close supervision; however, after an initial training period, employees are expected to work independently. Work is reviewed by observation and examination of records for conformance with standard operating procedures and quality of communication services provided. Positions designated as essential to department's operational preparedness and required presence can result in extended duty beyond the scheduled shift.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Monitors, receives calls, and broadcasts on public safety radio; receives requests for medical assistance, fire, and police and other emergency services by telephone or radio.

Keeps log sheet of the daily activities of officers, such as emergency runs, fire calls, vehicle stops, time out of service, court duties, and transports.

Remains cognizant of complaints, designated priorities, and availability of units capable of responding to reported incidents.

Disseminates information to the public regarding City and/or departmental operations; assists citizens who telephone or walk in with complaints and questions; provides information and assistance for other City departments.

Determines nature of required assistance, location, and other pertinent information; differentiates between routine, priority, and emergency requirements; deploys nearest appropriate public safety response to scene of event; transmits pertinent information regarding service requirements; and assigns backup assistance as required.

Monitors status of hospitals' Intensive Care Units notifies rescue units.

Monitors fire alarm panel for indications of emergency; maintains up to date city street maps; notifies fire stations of nearest hydrant during fire calls.

Initiates interrogation of local, state, and nationwide criminal justice data banks to obtain information on warrants, driver history, missing persons, vehicles, firearms, and miscellaneous property; assesses the response for compatibility with the request and relays it to the field unit.

Monitors public works department radio after normal working hours; answers fire and police administrative calls after office hours.

Uses computer terminal to enter information into the National Crime Information Center (NCIC) on vehicles, persons, property, and criminal history; transmits and receives coded and conventional messages to and from other jurisdictions via LEADS and other established communication links; maintains computerized warrants; and logs complaints, tickets, and arrests in record book.

Receives from police officers and private companies' pertinent information on vehicle tow-ins; initiates completion of recordkeeping forms and enters data into the files.

Performs a wide variety of other tasks such as changing recording machine tape and maintaining up-to-date business file information.

Monitors building and jail security and may serve as jail matron.

Provides effective and efficient customer services; promotes and maintains responsive community relations.

OTHER JOB FUNCTIONS

Performs related duties as assigned.

REQUIREMENTS OF WORK

Graduation from high school (or GED); experience as a telephone operator, dispatcher, or similar work; or any equivalent combination of training and experience which provides the following knowledge, abilities, and skills:

Ability to learn the principals involved in the operation of radio, telephone, computer, and related communications equipment.

Ability to learn local and state laws and ordinances as required.

Ability to learn City's geographic area.

Ability to learn codes, signals, phonetic alphabet, and military time.

Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.

Ability to detect the scope and magnitude of an emergency.

Ability to set priorities; ability for rapid decision making combined with mature judgment when confronted with the critical or unexpected.

Ability to speak concisely and distinctly; ability to develop rapport, maintain composure, and deal effectively with hysterical/irate people.

Ability to maintain required records and perform limited typing.

Ability to establish and maintain effective working relationships with others.

Skill in articulate and decisive verbal communications.

NECESSARY SPECIAL REQUIREMENTS

Must successfully complete required training and attain the following certifications within one year of employment: 80-hour Basic Dispatch Certification; Cuyahoga County Regional Information Systems Certification; LEADS Certification; EMS Communication Certification; and E-911 Certification.

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 hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.