

**JOB DESCRIPTION/JOB TASK ANALYSIS****Job Title: COMMUNICATIONS OPERATOR****Reports to: COMMUNICATIONS SUPERVISOR / POLICE SERGEANT****Type of Position: FULL-TIME      Hours Per Week: 40      NON-EXEMPT****General Description:**

Responsible for receiving, screening, and dispatching information over the communications system. The dispatcher is responsible for rapid and effective screening of calls, eliciting accurate information, and transmitting that information through a variety of radio, telephone, or intercom systems. The dispatcher is also responsible for a variety of clerical activities specific to the police department, and other work as required.

**Work Experience/Requirements:**

- High School Diploma or General Education Diploma (GED)

**Job Task, Policy, and Proficiency**

ID	Statement	Performance Standard
<b>TASK</b>		
ALL1000	Complete assignments as directed	The member will successfully complete all assignments to specifications as directed and within the specified time frame and budget in accordance with agency policies.
ALL1001	Maintain work areas	The member ensures that their work area is clean, organized, safe and presentable in accordance with agency policies and procedures.
ALL1002a	Participate in meetings/training and community relations activities if applicable	As applicable, the member actively participates in meetings/training as directed or as required and in accordance with established agency policies/procedures, and disseminates information received to agency members as appropriate. The member may also actively participate in community relations activities in order to promote and enhance the vision, goals, and objectives of the department in conjunction with the needs of the community.
ALL1006	Attend pre shift briefings	The member is on time for and attends pre shift briefings, recording all pertinent information and directives, and providing superiors and colleagues with job/shift related information.
CM1503	Assist and coordinate emergency assignments.	The member assists in the coordination of personnel and other agencies during emergency situations in accordance with agency policies and procedures.
CM1504	Process wrecker requests and maintain wrecker files.	The member will receive and correctly process or forward all wrecker requests and the appropriate corresponding information to the designated supervisor. If applicable, the member will accurately maintain the wrecker files in accordance with agency policies.

CM1506	Coordinate with other law enforcement agencies	The member will effectively communicate with other law enforcement agencies and in-house personnel to ensure proper coordination of multi-agency efforts involving the establishment of roadblocks, warrant verification, pursuit efforts, translators, K-9's intoxilizer operators and other legitimate requirements, relaying and securing information as requested, maintaining constant contact with established point to point frequencies and performing any other appropriate service as required.
CM1509	Utilize resources.	The member locates appropriate resource materials, including as applicable, Plot maps, computer applications/databases, phone books, grid books and other appropriate sources/documents within a reasonable amount of time and provides inquiring person correct information in accordance with agency policies.
CM1510	Track and monitor officers/designated personnel	The member will accurately track, monitor, and document all officers and other designated personnel's activities as required during their tour of duty in accordance with agency policies.
CM1511	Route calls to the proper authority.	The member will promptly route calls to the proper authority in accordance with agency policies.
CM1512	Respond and request assistance from another agency.	The member promptly requests and/or responds to another agency for assistance in accordance with agency policy utilizing the most appropriate and efficient communication mechanism/system for communicating with the particular agency involved.
CM1513	Receive and enter complaints into CAD system.	The member correctly completes CAD system entry for service calls in accordance with agency policies and procedures including as applicable but not limited to, calls for ID, on-views officer, calls for intoxilizer operators and agency supplements.
CM1515	Prioritize calls.	The member will correctly discriminate between emergency / non-emergency calls and effectively prioritize calls for service according to agency policy.
CM1516	Operate telephone consoles/switchboard	The member operates the telephone console/switchboard, answering the calls in a courteous and professional manner, assisting callers as appropriate, determining the nature of the call and transferring the call to the appropriate personnel in accordance with agency policies.
CM1517a	Run NCIC/FCIC inquiries	The member correctly operates NCIC/FCIC computer to standards mandated by state/federal authorities, receiving and disseminating accurate information to the authorized personnel in a timely manner consistent with agency policies. If applicable, the member accurately interprets retrieved criminal history information for documentation/records updating purposes.
CM1518a	Retrieve/enter/verify information from local/agency system	The member correctly operates CJIS, ACISS, FAHIS, SACWIS, CAD Terminal, or any other local or agency system as applicable, accurately retrieving or entering information in a timely manner and in accordance with all applicable State laws / directives / regulations / procedures and agency policies. If applicable, the retrieved information is disseminated to the authorized requestee via a child welfare attorney or other appropriate individual in a timely manner.

CM1520	Notify agencies of robberies and priority events.	The member notifies surrounding agencies of robberies and priority events in a timely manner consistent with agency policies with the goal of promoting Officer Safety and enhancing apprehension potential.
CM1521	Maintain communication logs.	The member maintains accurate and up to date communications logs pursuant to all applicable State regulations and agency policies.
CM1522	Process hit confirmation request	The communications officer will correctly receive, process, and complete requests for hit confirmation within 10 minutes and according to FCIC / NCIC and agency procedures and policy.
CM1524	Dispatch calls for service.	The member correctly and promptly dispatches appropriate unit(s) to respond to calls for service based on priority, location, and resource availability. The member provides/updates the responding unit and/or supervisors with all available pertinent information consistent with agency policies.
CM1606b	Page agency members	Given a request, as directed, or as needed, the member will page the appropriate personnel in a timely manner consistent with agency policies.
GS1137c	Update records/reports/documentation/manuals/files	The member will ensure that all documents/records/reports/manuals/files are generated and/or accurately updated as required, properly filed, secured if applicable, and disseminated in a timely manner to the appropriate personnel consistent with agency policy.
GS1190	Maintain/update/review area of responsibility logs	The member will review and/or maintain all required area of responsibility logs by properly developing/updating/reviewing them in a comprehensive and timely manner, ensuring that all required and relevant data are accurately recorded in accordance with agency policies/procedures and/or applicable state and federal requirements. Logs are stored in a manner for efficient retrieval.
SP7011	Inform superiors of events and activities in progress.	Accurate information addressing events or critical issues is accumulated and disseminated to higher authority without unnecessary delay.
SP7027	Liaison with intra/inter agency personnel	The member will initiate, develop, and maintain channels of communications and work effectively with inter/intra agency personnel in order to achieve objectives and goals and better serve the needs of the agency and/or community.
SP7046b	Train new staff	As applicable, the member provides accurate and complete information and coaches new members or volunteers in order to ensure task performance is to standard and in accordance with agency policies.
SP7053	Perform duties during absence of supervisor/superior/co-worker	The member will possess sufficient knowledge and will correctly perform all the designated duties and assume all responsibilities as required in the absence of the assigned supervisor/superior/co-worker or during periods of work overload in accordance with agency policy, procedures and supervisory direction.
<b>POLICY</b>		
PL2001	Message return/follow-up	As applicable, the member will check their assigned mailbox, telephone/electronic messages and any designated bulletin boards according to the established schedule or designated frequency for each. The member will return any telephone messages in a prompt and

professional manner and will respond accurately and appropriately to any information contained on the bulletin board or received via mail or newsletter.

PL2002	Contact with public	The member demonstrates a polite, helpful, courteous, proud, productive, and professional image when engaged in their assigned duties with the public consistent with agency policy.
PL2003	Operation and care of equipment	The member properly operates and cares for equipment to manufacturers specifications and / or within the specified parameters. If applicable, the member checks to ensure all assigned equipment is present and operational, and documents/reports any required repairs in a timely manner and in accordance with agency policies.
PL2006	Human diversity awareness	The member demonstrates an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public, students and colleagues.
PL2008	Accepts supervision and direction	The member adheres to the chain of command, and accepts constructive criticism to improve job performance. The member responds to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with agency policies.
PL2012	NCIC/FCIC entries	The member is knowledgeable of and adheres to FCIC/NCIC policies and procedures for conducting, documenting, and validating entries.
PL2014	Abide by Code of Ethics	The member will conduct him/herself in an ethical and professional manner, abiding by the established code of ethics as stipulated in the PGO Manual.
PL2015	Leave and Attendance	The member will follow all leave and attendance related policies/procedures, including, but not limited to submission of vacation and personnel requests and if applicable, the notification of supervisor regarding absence from work due to illness or untimely incidents, notification of supervisor concerning overtime hours worked, and notification of supervisor regarding after hours investigative duties performed if applicable.
PL2016	Grooming and dress	The member is appropriately groomed and attired so as to present a professional image in accordance with the agency policies and procedures.

**PROFICIENCY**

PR107	Knowledge of General Orders/Policy/Procedure manuals	The member has the ability to read, interpret, and follow procedural and policy manuals related to the job performed by the incumbent and demonstrate this knowledge via oral or written testing if required and in daily operations.
PR117	Knowledge of dispatch codes	The member demonstrates the ability to interpret, understand, and respond to all dispatch codes.
PR13	Communications multi-tasking stress/non-stress conditions	The member is able to simultaneously perform multiple communications tasks to standard under both stressful and non-stressful conditions.
PR14a	FCIC/NCIC/CJIS equipment operating skills	The member correctly and efficiently operates criminal information related equipment/computers in accordance with agency policies and state regulations if applicable.
PR14b	911 system operating skills	The member operates the 911 system correctly and within the specified parameters with regards to response

		time, etiquette, sensitivity, procedure, and routes the call to the proper authority.
PR17	Information systems entry/retrieval skills	The member is able to accurately enter and/or retrieve information from job specific applicable computer systems in a timely manner. These systems may include, but are not limited to, CJIS, NCIC, FCIC, AS400, evidence control program, Personal Computers and/or local systems, and various accounting/inventory systems etc.
PR172a	Knowledge of FCC rules and regulations	The member demonstrates sufficient knowledge of FCC rules and regulations governing the use and repair of electronic communication equipment to ensure compliance with Federal transmitter tolerances and to assure that all work performed complies with applicable standards.
PR18	Computer/software/office equipment skills/knowledge	The member demonstrates adequate knowledge and skill in the use of office equipment and/or computer peripherals including as applicable: word processor, spread sheet, data-base, specialized computer program software/systems, printer, copier, and any other equipment required to perform position tasks.
PR2	Knowledge of geographical jurisdiction	The member is able to correctly locate or provide accurate directions in a timely manner to any location within the agency jurisdiction, or, as applicable, within their respective school zone or area of responsibility.
PR20	Time management skills	The member efficiently organizes, prioritizes, schedules, and manages daily work activities, tasks, and special assignments.
PR23	Inter-personal skills	The member demonstrates congenial, respectful, and productive behaviors and attitudes towards others in working relationships and situations.
PR3	Radio communications	The member utilizes the 2-way radio for official communications only, communicating in a clear, concise, and intelligent manner under all conditions and at all times.
PR31	Problem solving	The member has the ability to look beyond surface issues to identify and analyze problems and develop effective responses and solutions to resolve such problems.
PR42	Team building skills	The member demonstrates a conscientious effort in achieving and contributing to organizational goals as compared with individual goals.
PR4a	Verbal communications	The member conveys verbal information / instructions / directives / commands in a clear, concise, and intelligent manner.
PR4c	Written communications	Written communications are accurate, complete, concise, legible, and timely.
PR4d	General comprehension skills	The member has the ability to understand directions and instructions, formulate and translate plans into actions, and process verbal information, physical cues, and body language in order to effectively listen to individuals.

**Job Task Analysis:**

ID	Statement	Criticality	Frequency	Total	Weight
<b>TASK</b>					
ALL1000	Complete assignments as directed	4	4	8	1

ALL1001	Maintain work areas	4	4	8	1
ALL1002a	Participate in meetings/training and community relations activities if applicable	3	3	6	1
ALL1006	Attend pre shift briefings	4	4	8	1
CM1503	Assist and coordinate emergency assignments.	4	4	8	1
CM1504	Process wrecker requests and maintain wrecker files.	4	4	8	1
CM1506	Coordinate with other law enforcement agencies	4	4	8	1
CM1509	Utilize resources.	4	4	8	1
CM1510	Track and monitor officers/designated personnel	4	4	8	1
CM1511	Route calls to the proper authority.	4	4	8	1
CM1512	Respond and request assistance from another agency.	4	4	8	1
CM1513	Receive and enter complaints into CAD system.	4	4	8	1
CM1515	Prioritize calls.	4	4	8	1
CM1516	Operate telephone consoles/switchboard	4	4	8	1
CM1517a	Run NCIC/FCIC inquiries	4	4	8	1
CM1518a	Retrieve/enter/verify information from local/agency system	4	4	8	1
CM1520	Notify agencies of robberies and priority events.	4	4	8	1
CM1521	Maintain communication logs.	4	4	8	1
CM1522	Process hit confirmation request	4	4	8	1
CM1524	Dispatch calls for service.	4	4	8	1
CM1606b	Page agency members	4	4	8	1
GS1137c	Update records/reports/documentation/manuals/files	4	4	8	1
GS1190	Maintain/update/review area of responsibility logs	4	4	8	1
SP7011	Inform superiors of events and activities in progress.	4	4	8	1
SP7027	Liaison with intra/inter agency personnel	4	4	8	1
SP7046b	Train new staff	3	4	7	1
SP7053	Perform duties during absence of supervisor/superior/co-worker	4	4	8	1

## POLICY

PL2001	Message return/follow-up	4	4	8	1
PL2002	Contact with public	4	4	8	1
PL2003	Operation and care of equipment	4	4	8	1
PL2006	Human diversity awareness	4	4	8	1
PL2008	Accepts supervision and direction	4	4	8	1
PL2012	NCIC/FCIC entries	4	4	8	1
PL2014	Abide by Code of Ethics	4	4	8	1
PL2015	Leave and Attendance	3	4	7	1
PL2016	Grooming and dress	4	4	8	1

**PROFICIENCY**

PR107	Knowledge of General Orders/Policy/Procedure manuals	4	4	8	1
PR117	Knowledge of dispatch codes	4	4	8	1
PR13	Communications multi-tasking stress/non-stress conditions	4	4	8	1
PR14a	FCIC/NCIC/CJIS equipment operating skills	4	4	8	1
PR14b	911 system operating skills	4	4	8	1
PR17	Information systems entry/retrieval skills	4	4	8	1
PR172a	Knowledge of FCC rules and regulations	4	4	8	1
PR18	Computer/software/office equipment skills/knowledge	4	4	8	1
PR2	Knowledge of geographical jurisdiction	4	4	8	1
PR20	Time management skills	4	4	8	1
PR23	Inter-personal skills	4	4	8	1
PR3	Radio communications	4	4	8	1
PR31	Problem solving	4	4	8	1
PR42	Team building skills	4	4	8	1
PR4a	Verbal communications	4	4	8	1
PR4c	Written communications	4	4	8	1
PR4d	General comprehension skills	4	4	8	1

Importance: 1 = Not Important      2 = Somewhat      3 = Important      4 = Very Important  
Frequency: 1 = Annually      2 = Monthly      3 = Weekly      4 = Daily  
Weight: 1 = Non Critical for Totals 1 - 1.99      2 = Somewhat Critical for Totals 2 - 2.99      2.5 = Critical for Totals 3 - 3.49  
3 = Very Critical for Totals 3.5 - 4

Reviewed by: **Captain John Healy** *JH 02/17*  
Approved by: **Chief Julio Yero** *JY*  
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