

City of La Grande
Communications Technician I

Department: Police Department
Accountable to: Chief of Police
Supervises:
NCCI: 8810

FLSA Status: Non-exempt
Representation: Represented
Adopted: June 2015
Next Review: June 2017

GENERAL POSITION SUMMARY: Receive information regarding emergency and life-threatening situations, and facilitate the necessary resources to mitigate them.

CLASSIFICATION SUMMARY:

Communications Technician I are charged with the responsibility of fulfilling the Police Departments mission at the primary level of execution; dispatch appropriate public safety resources, monitor unit status, maintain records of actions taken; monitor and operate various radio, teletype and computer equipment. Performs other related activities peripheral to basic communication duties in the area of community services.

The employee in this class must have the ability to independently and consistently make appropriate and quality decisions and judgments based on the circumstances at hand, including, but not limited to decisions with severe consequences.

The principal function of an employee in this class is to receive and dispatch 9-1-1 calls for the protection of life and property and to perform other related communications and public safety duties relating to emergency and non-emergency situations. Duties normally consist of providing emergency medical instructions on medical emergencies, monitoring radio frequencies throughout Union County and maintaining communications on these channels. Monitor and track the activities of field units during emergency and non-emergency activities, and provide status checks. Operate LEDS, NCIC, CADS, RMS, MapStar, Vesta and other computer software programs to provide and retrieve data. Data entry for LEDS, NCIC, RMS and CADs for records maintenance. Use electronic and paper maps to direct responding units. Maintain departmental logs, forms, indexes and files related to departmental functions. Answer non-emergency calls for service and greet visitors; transfer or direct the public to appropriate departments or personnel. Respond to general information requests and assist the public in completing forms. Communications Technician I may be delegated to assignments in specialized areas such as address/mapping, evidence, administration, field training, reserve liaison, maintenance, or other assignment. Work is performed under the general direction of a supervising Communication supervisor; some direction may be provided to Communication Reserves or volunteers. Considerable latitude is granted to the employee but work is subject to periodic performance audits and annual evaluations.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

This position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class. Employees in this position must be able to effectively and competently:

- Advanced knowledge of the English language. The ability to speak English clearly and understand it. Minimum of 12th grade level knowledge of English grammar and spelling. Care and use of electronic communications equipment, e-mail, internet, record keeping; filing systems and knowledge of the use of standard office equipment.
- Simultaneously perform multiple and diverse functions and assignments with a high degree of accuracy and efficiency.
- Perform all work duties and activities in accordance with City policies, procedures, and safety practices.
- Comply with all applicable federal, state, local and constitutional laws and ordinances.
- Comply with industry and department standards, guidelines and policies.
- Function in a paramilitary organizational structure by following and carrying out orders given by supervisors.
- Prepare or complete accurate, comprehensive documents/reports in numerous formats.
- Present credible, sworn testimony and evidence in court and other legal proceedings.
- Understand and execute oral and/or written instructions.
- Maintain professional demeanor and conduct at all times, especially under stressful circumstances.
- Operate vehicles in the performance of duties.
- Maintains, cleans, and cares for City equipment and dispatch facility;
- Assign, oversee and evaluate work of recruit and reserve telecommunicators.
- Perform duties during a variety of shifts to include working overtime, weekends and holidays.
- May be on call after regular duty hours to respond to emergency situations;
- Contacts, cooperates, and coordinates with other law enforcement and non-law enforcement agencies in matters relating to public safety.
- Conduct themselves on and off duty in a manner that does not bring discredit to the department or negatively impact the reputation, credibility or effectiveness of the department.

NON-ESSENTIAL RESPONSIBILITIES:

- Conduct community presentations and educational outreach.
- Participate in special projects as assigned by a supervisor.
- Perform other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

May provide direct field supervision to Communication Reserves and volunteers.

SUPERVISION RECEIVED:

Directly supervised by a Communications supervisor and works under the general direction of the Chief and Communications Manager.

SPECIFIC JOB SKILLS:

The following is for illustrative purposes and is not all inclusive:

- Must exemplify, role model, and display, an attitude, appearance, presence, behavior and demeanor which, by itself, demonstrates the highest standard of ethics, integrity and professionalism.
- Operates radio console equipment, to include paging/dispatching appropriate Emergency Service Agencies, answering requests for field units, maintaining accurate time keeping, and conducting status checks to ensure unit safety.
- Carries out miscellaneous non-operational procedures and tasks.
- Remains informed on current crime problems and is proactive as needed or directed.
- Understands the role of a city employee and is alert to non-police problems and hazards in the community, taking whatever action is necessary to correct the problem.
- Represents the department and City in public relations activities, educational programs and in daily contact with the public.
- May train and supervise recruit and reserve communications personnel.
- Enters citations and warnings into the records management system
- Enters and maintains warrant and restraining order files in LEDS and NCIC.
- Prepares and or processes a variety of police reports including crime reports, incident reports, accident reports, evidence or property reports.
- Processes and preserves electronic data, retrieves recordings and preserves them for evidence.
- Appears in court and presents evidence and credible testimony in matters related to the performance of official duties.
- Participates in department, city and community meetings; attends training classes and schools.
- Receives complaints from the public, takes telephone and radio calls, relays information to other officers and/or agencies.
- Renders assistance to the public when any citizen is in distress.
- Maintains the confidentiality of official business and records.
- Performs other duties as assigned or directed.
- Complete and maintain all DPSST mandated training and certification requirements.

Knowledge Of:

Police department policies and procedures and code of conduct; location and geography of the city and county environs;

Ability To:

- Act independently and without supervision in the professional performance of all duties and responsibilities.
- Establish and maintain professional working relationships.
- Accurately communicate with others both verbally and in writing.
- Accurately assess situations and determine and apply appropriate solutions.
- Provide emergency medical directions in emergency situations.
- Utilize appropriate English grammar and punctuation.

- Work in a team environment under stressful situations;
- Performs a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines or emergency conditions.
- Operate a personal computer using multiple software applications and work in a multiple computer screens environment, appropriate to assigned duties;
- Fulfill all essential job functions and job skills
- Read and understand paper and electronic mapping systems and use same to direct field units.

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATES REQUIRED:

Minimum of a High School diploma or GED

One year of general clerical experience.

Ability to type 40 words per minute with 100 % accuracy. Some knowledge of emergency service organizations and functions; care and use of electronic communications equipment; record keeping and filing systems.

Must be able to pass and maintain DPSST standards for hearing.

Obtain LEDS certification, CPR/First Aid Card, and Emergency Medical Dispatch training within six months of appointment. Individuals must be physically capable of operating motor vehicles safely, possess a valid Oregon driver's license and privileges (or able to secure an Oregon driver's license within one month of hire date), and have an acceptable driving record. Use of personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.

Ability to obtain a Basic Telecommunicator Certificate from the Oregon Department of Public Safety Standards and Training (DPSST) within one year of employment or the timeline established by Oregon Administrative Rule. Must continuously maintain certification for duration of employment.

United States Citizen; must be 18 years of age and physically capable of performing the duties of a Telecommunicator. Must successfully complete screening examinations, tests, and background checks conducted by the department. Must pass a drug screen, be bondable, and be of good moral character. Must be able to demonstrate ability to perform essential functions. Must be able to meet all pre-requirements for certification as outlined in Oregon Administrative Rule.

ADDITIONAL REQUIREMENTS:

Must adhere to and conduct themselves within the parameters of:

The Telecommunicators Code of Ethics.

Applicable City policies and guidelines.

Department policies, procedures, standards, expectations and guidelines.

Department's Mission and Values.

Applicable federal, state, local and constitutional laws, guidelines and regulations.

WORKING CONDITIONS:

Work in this position is performed in an environment somewhat noisier than the typical office. The large number of computers, heating/cooling systems, constant ringing of phones, and radio traffic create a sometimes chaotic environment. .

MATERIALS AND EQUIPMENT USED:

Materials and equipment used include, but not limited to:

All common communication tools and equipment.

All common office and computer tools and equipment

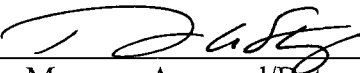
Computer and paper maps

PHYSICAL DEMANDS:

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. Duties involve moving materials weighing up to a maximum of (25) pounds on a regular basis. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computer keyboards, dispatch equipment. Work requires full physical competency of all office tasks. Employee must have the ability to competently and consistently utilize all equipment and engage in all required training. Employee candidates must pass the dispatch simulator test prior to hire.

OTHER:

Have access to, and protect, confidential information on a regular basis

 6-4-2015
City Manager Approval/Date

I understand, and am able to perform the essential functions with or without reasonable accommodations and I have received a copy this job description.

Employee Signature/Date

Name (printed)