

City of La Grande
Communications Technician I

Department: Police Department
Accountable to: Chief of Police
Supervises: None

FLSA Status: Non-exempt
Representation: Represented
Adopted: August 2022

GENERAL POSITION SUMMARY:

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 assigned communications and public safety duties relating to emergency and non-emergency situations.

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.

- Monitors and tracks the activities of field units during emergency and non-emergency activities and provides status checks.
- Operates LEDS, NCIC, CADS, RMS, Vesta Phone, Vesta Map and other computer software programs to provide and retrieve data and performs data entry for LEDS, NCIC, RMS, Laserfiche, and CAD for records maintenance.
- Provides emergency medical instructions for medical emergencies monitoring radio frequencies throughout Union County and maintaining communication on these channels.
- Dispatches appropriate public safety resources, monitors unit status, maintains records of actions taken, monitors and operates various radio, teletype, and computer equipment.
- Performs multiple and diverse functions and assignments simultaneously with a high degree of accuracy and efficiency.
- Performs all work duties and activities in accordance with city policies, procedures, and safety practices.
- Complies with all applicable federal, state, local and constitutional laws and ordinances.
- Complies with industry and department standards, guidelines and policies.
- Functions in a paramilitary organizational structure by following and carrying out orders given by supervisors.
- Performs 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.
- Prepares or completes accurate, comprehensive documents/reports in numerous formats.
- Presents credible sworn testimony and evidence in court and other legal proceedings.
- Maintains professional demeanor and conduct at all times, especially under stressful circumstances.
- Contacts, cooperates, and coordinates with other law enforcement and non-law enforcement agencies in matters relating to public safety.
- Enters citations and warnings into the records management systems.
- Trains, mentors, encourages, and positively influences, communications reserves.
- Attends to front counter contacts when needed.
- Transfers or directs the public to appropriate departments or personnel.
- Responds to general information requests and assists the public in completing forms.

- Participates in department, city and community meetings and attends training classes and schools.
- Receives complaints from the public, takes telephone and radio calls, and relays information to other officers and/or agencies.
- Maintains, cleans, and cares for city equipment and dispatch/office facilities.
- Conducts 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:

- Participates in special projects as assigned by a supervisor.
- Perform other related duties as assigned.
- May serve in other specialized areas such as collateral duties, property/evidence, field training, or other assignment.

SUPERVISORY RESPONSIBILITY:

May provide direct oversight and guidance to Communication Reserves.

SUPERVISION RECEIVED:

The work is performed under the direct supervision of a Communications Supervisor and works under the general direction of the Communications Manager and Chief of Police.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand and execute oral and/or written instructions.
- Ability to operate electronic communications equipment, e-mail, internet, record keeping software, filing systems.
- Ability to exemplify, model, and display an attitude, appearance, presence, behavior and demeanor which, by itself, demonstrates the highest standard of ethics, integrity and professionalism.
- Ability to operate radio console equipment including paging/dispatching appropriate emergency service agencies, answering requests from field units, maintain accurate time keeping, and conduct status checks to ensure unit safety.
- Ability to carry out miscellaneous non-operational procedures and tasks.
- Ability to remain informed on current crime problems and engage in proactive research for information or resources as needed or directed.
- Ability to understand the role of a city employee and be alert to non-police problems and hazards in the community, taking whatever action is necessary to correct the problem.
- Ability to represent the department and city in public relations activities, educational programs and in daily contact with the public.
- Ability to act independently and without supervision in the professional performance of all duties and responsibilities.
- Ability to maintain departmental logs, forms, indexes and files related to departmental functions and answer non-emergency calls for service.
- Ability to independently and consistently make appropriate and quality decisions and judgments based on the circumstances at hand, including but not limited to decisions having severe consequences.
- Ability to accurately communicate with others both verbally and in writing.
- Ability to accurately assess situations and determine and apply appropriate solutions.

- Ability to provide emergency medical directions in emergency situations.
- Ability to work in a team environment under stressful situations.
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines or emergency conditions.
- Ability to operate a personal computer using multiple software applications and work in a multiple computer screen environment appropriate to assigned duties.
- Ability to fulfill all essential job functions and skills.
- Ability to read, understand and use paper and electronic mapping systems to direct field units.
- Ability to prepare and/ or process a variety of police reports including crime reports, incident reports, accident reports, and evidence or property reports.
- Ability to appear in court and present evidence and credible testimony in matters related to the performance of official duties.
- Ability to render assistance to the public when any citizen is in distress.
- Ability to maintain the confidentiality of official business and records.
- Ability to complete and maintain all DPSST mandated training and certification requirements.
- Ability to speak and understand English clearly with a minimum of a 12th grade level.
- Ability to utilize appropriate English grammar and punctuation.
- Advanced knowledge of the English grammar and spelling language.
- Knowledge of the use of standard office equipment.
- Knowledge of police department policies, procedures and code of conduct.
- Knowledge of location and geography of the city and county environs.

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATES REQUIRED:

- Minimum of a High School diploma or GED.
- Ability to type 30 words per minute.
- Advanced knowledge of English grammar and spelling; use of standard office equipment and 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.
- 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 psychological exam, medical exam, drug screen, 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.

PREFERRED:

- One year of general clerical experience

ADDITIONAL REQUIREMENTS:

Must be physically capable of operating motor vehicles safely, possess a valid Oregon driver's license and privileges (or be able to secure an Oregon driver's license within one month of hire date), and have an acceptable driving record. Use of personal vehicles for city business will be prohibited if the employee does not have personal insurance coverage.

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.
- Employee will have access to, and will be required to protect, confidential information on a regular basis.

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 sometimes creates a chaotic environment.

ESSENTIAL PHYSICAL ABILITIES:

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. Duties involve occasionally moving materials weighing up to twenty-five (25) pounds. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computer keyboards, and 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.

MATERIALS AND EQUIPMENT USED:

- Personal Computer
- Mouse/Trackball
- Calculator
- Copier/Scanner
- Fax Machine
- E-Mail
- Telephone
- Communication radio
- Microphone/Headset
- Paper
- File Folders
- Pens/Pencils
- Paper/Electronic Maps

 August 30, 2022

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/Date