

POSITION DESCRIPTION

Class Title: Communications Officer
Department: Police
Division:
Date:

Job Code Number:
Grade Number:
Union:
Location:

GENERAL PURPOSE

Front line representative for the City of Yukon Police, Fire and after hours for the City of Piedmont. Performs a variety of routine clerical, administrative and technical work in receiving and disseminating all 911, emergency and non-emergency requests for service. Maintains official records and assists in the administration of standard operating policies and procedures of the communication center.

SUPERVISION RECEIVED

Works under the close supervision of the Communications Supervisor

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers all incoming emergency and non-emergency calls including all 911 calls and ascertains nature of call, gathers all necessary information to transmit or relay
Dispatches police and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation
Records all pertinent information from such calls in CAD and OLETS computer system
Communicates information to police officers and performs routine information checks for officers as necessary
Communicates with firefighters and documents all pertinent information on fire and medical aid calls
Must have continuous awareness of road closures, traffic hazards, inclement weather and any other natural or unnatural hazards in area and communicate information to proper officials
Communication with various agencies across the United States through computerized transmissions, phone, mail and fax
Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy and completeness

PERIPHERAL DUTIES

- Monitors individuals in holding cells for proper conduct, safety, and medical or other needs
- Assists in training new employees
- Monitors storm sirens

- Activates City Watch

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. Must be at least 21 years of age
- B. Graduation from a high school or GED equivalent
- C. Must have a valid Oklahoma driver's license
- D. Must be able to type thirty-five words per minute
- E. No felony convictions or disqualifying criminal histories

DESIRED SKILLS AND KNOWLEDGE

- Ability to multi-task under stressful situations and non-stressful situations
- Methods and procedures of departmental operations and terminology and of City and departmental policies and procedures
- Skill in computers, proofreading and business machine skills
- Dealing effectively with co-workers, local, state, and federal agencies as well as with the general public
- Maintaining confidentiality
- Following oral and written instructions
- Excellent verbal and written communication skills under normal and stressful situations

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 stand; walk; use hands to finger, handle, or operate objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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.

The 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.

Approval: _____ Approval: _____
Supervisor Appointing Authority

Effective Date: _____

Revision History: