

CITY OF NEWBERG POSITION DESCRIPTION

Class Title: Communications Officer
Department: Newberg-Dundee Public Safety
Division: Support Services
Location: Newberg Public Safety Building
Newberg-Dundee 911 Dispatch Center

FLSA Status: Non-Exempt
Represented: Police Association
Date: Revised September 2015

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

SUPERVISION RECEIVED

Works under the close supervision of the Support Services Manager or his/her designee.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.

Dispatches emergency response vehicles for emergency responses; broadcasts nature, location and time of incident; contacting all required personnel in the event of an emergency situation, to include police, fire and ambulance; insuring the presence of reserve units by contacting personnel designated for call-back; relays information as required.

Dispatches medical calls in accordance with emergency medical dispatch procedures.

Maintains a log on radio communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Maintains dispatch center work area and equipment in clean and working condition.

Operates radios as needed and assists in radio communications; operates base radio as required.

Operates listed office machines as required.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.

Maintains dispatch documents and records; prepares case reports.

PERIPHERAL DUTIES

Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.

Assists in training new employees.

Serves as a member of various employee committees.

Monitors emergency warning systems.

Performs other duties as assigned by the Police Chief or Support Services Manager.

The duties listed 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 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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and
- (B) prefer bilingual in English and Spanish.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- (B) Some skill in operation of the listed tools and equipment.
- (C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations,
- (D) Ability to pass a medical physical as required by DPSST.

SPECIAL REQUIREMENTS

- (A) Ability to meet all Department of Public Safety Standards and Training (DPSST) standards for a Telecommunicator;
- (B) Ability to obtain DPSST Certification as a Telecommunicator within one (1) year;
- (C) Emergency Medical Dispatcher certification within one (1) year.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; audio recording machine; computer terminal; copy machine; fax machine; radio.

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 50 pounds. Specific vision abilities required by this job include close vision 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.

