



## **JOB DESCRIPTION**

**Job Title:** Communications Officer  
**Department:** Police  
**Classification:** Non-Exempt  
**Pay Grade:** Grade 7 – Steps 1 - 20  
**Salary Range:** \$24,994 - \$39,991  
**Reports to:** Communications Supervisor  
**Date Updated:** July 2016

### **SUMMARY**

This job is within the Police Department and is an office level position. The major function is operation of the radio base station, teletype, telephone, and computers monitoring various alarm systems in order to receive, analyze and dispatch messages. Maintains a computerized log system on citations, complaints, cash bonds, teletype messages, etc. The nature of the work necessitates a high degree of self-discipline, integrity and decision making abilities.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Reports on duty for one of three shifts and begins by reviewing the reports and discussing same with Communications Officer being relieved of duty
- Takes telephone calls and 911 emergency calls from the public and logs all calls on the radio log. Takes all pertinent information such as name, location, nature of call, phone number, etc. If call requires a response by a Police Officer, assigns the call to Officer, dispatching him to the scene. The Officer to be assigned is determined by the Dispatcher; based on the nature of the call, other activities and the availability of the Officer. Notifies any other Agencies or services needed at the scene, making a determination on what the needs are on the basis of the information received. Enters action taken on the computer in the response to the call if not report will be written. Enters action taken by other Agencies or services on the computer, such as wrecker services, ambulance service, Highway Patrol, etc.
- Operates the base radio system
- Monitors radio communications of general City government, Fire Department, Inter-City Law Enforcement, Oklahoma Highway Patrol, County Sheriff's Office and others
- Monitors calls received on the fire phone by the Fire Department to insure proper Fire and Police response
- Keeps computerized log of all fire calls and wrecker calls, etc.

- Monitor burglar alarm systems with terminals in the Police Department
- Maintain logs of all citations and warnings issued by Officers
- Operates teletype machine, licensed by the State, including entering data into the NCIC system, such as stolen property, stole automobiles, fugitives, etc.
- Makes inquiries concerning criminal records, stolen automobiles, etc. and sends information and messages to other Law Enforcement Agencies
- Maintains computerized log of all NCIC entries and cancellations
- Maintains computerized log of all House Watch notices
- Takes complaints at the desk from the public and makes reports as necessary
- Receives, tags, logs and stores personal property of prisoners
- Maintains a file of all 911 emergency call printouts
- Takes cash bonds, writes receipts, updates book-in sheets and records information on citations; maintains the daily6 receipt form and holds the money for the Court Clerk
- Monitors Emergency Operation Center phone and radio communications, alerting the Chief, Deputy Chief , etc. when necessary
- Serves as receptionist for the Chief, Command Staff, and duty Officers on the respective shifts
- Maintains weather watch and advises Civil Defense when needed
- Handles non-Police and 911 emergency calls and refers same to proper authorities and provides assistance when necessary
- Must be a certified jailer. Feeds, monitors and assists prisoners and maintains a log of pertinent prisoner activities and meals
- Maintains prisoner log and prisoner meal log as required by state law
- Assists with operations which deal with female prisoners, such as booking, searching, showers and medical attention
- Maintain computerized cross-reference data on all reports; using location, offense, name of victims, and witnesses, etc.
- Operates paging encoder to enable Department to notify members of the Fire Departments and City Government of messages
- Shall be available for duty at all times in case of special need or emergency
- Prompt and regular attendance is required for this position.

#### **PERIPHERAL DUTIES**

- Provides information to other Law Enforcement Agencies on request
- Maintains updated files of emergency numbers for businesses in the City
- Handles lost and found articles, and attempts to notify the owner of lost articles which have been turned in at the Police Department
- Abides by all standards, conduct and policies, as stated in the Personnel Policy and Procedures Manual

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.

## **QUALIFICATIONS**

### **Education, Licensure, or Certification**

- OLETS Certification
- Jailer Certification
- Notary Public
- Must be a Certified Telecommunications Operator within one year of employment

### **Experience, Specialized Knowledge, and Other Requirements**

- Communications Officer Experience
- Experience in multiple computer software
- Requires employee to be on-call at all times unless prior approval has been given

### **Knowledge, Skills and Abilities – With or without accommodations**

#### *Knowledge*

- Knowledge of jail standards
- OLETS
- NLETS
- E911
- 911
- Multi line phone system
- Communications Radio
- Computer skills
- Ability to multi-task
- Ability to communicate effectively orally, written, radio or telephone to transmit messages
- Knowledge of the geography of the City or an area of the City of Grove

#### *Physical*

- Ability to handle high stress during emergency situations
- Ability to sit for long periods of time
- Has normal eyesight and depth perception, with or without correction
- Hears normal tones, with or without correction

#### *Cognitive*

- Ability to establish and maintain effective working relationships with other employee's, supervisors, other agencies and the public.

The physical and cognitive 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.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee regularly works inside under typical office conditions. The employee regularly sits for extended periods. The noise level in the work environment is dependent upon phone and radio traffic. The possibility of dealing with potentially dangerous inmates.

**SUMMARY**

This 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.

I have read and understand my duties described above.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date