

COMMUNICATIONS OFFICER 2

DEFINITION

To perform professional technical communications work in the Department of Public Safety; and to perform related duties as assigned.

CLASS CHARACTERISTICS

This is the journey level classification in the Communications Officer series performing specialized duties in the law enforcement communications center, including: operating complex communications equipment for emergency and non-emergency situations; responding and evaluating requests for assistance from the public and other agencies; and dispatching and monitoring deputies' responses to emergency and non-emergency calls for service.

The Communications Officer 2 classification differs from the Communications Officer 1 in that incumbents are proficient in handling the full scope of call-taking/dispatching functions, receiving only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This level differs from the Communications Officer Specialist classification in that it does not function as lead worker.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received from the assigned Communications/Records Supervisor; may receive work assignment and training from Communications Specialist or lead Communications Officer 2 as assigned. Does not supervise.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Call Taking Duties:

Answers multi-line telephones; determines what action to take based on emergency/non-emergency call.

Refers callers (public/agencies) to other agencies for assistance, or dispatches field unit for response.

Performs data entry, by use of internal CAD (computer aided dispatch) system.

EXAMPLES OF DUTIES: (con't)

Dispatching and Monitoring Duties:

Prioritizes calls for service and radio dispatches appropriate deputy for response.

Monitors status of units in the field for availability and officer safety.

Responds to requests from deputies and queries various paper and electronic databases for information.

General Communications Officer Duties:

Coordinates multiple agency response to emergency situations.

Monitors courthouse alarms and surveillance equipment.

Queries other computer systems for the following: warrant checks, vehicle registration and driver license information.

Performs duties of entering, modifying, confirming, and clearing of the following records related functions: warrants, restraining orders, stalking orders, stolen property and vehicles, and runaway juveniles.

Performs filing and other record related functions.

May be assigned additional projects or duties by the Communications/Records Supervisor or Communications Specialist.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment, especially those pertaining to police and corrections work.

Business English, spelling, grammar and punctuation; arithmetic, filing and record-keeping procedures; receptionist and telephone techniques.

Departmental policies and procedures.

Ability to:

Learn all assigned tasks readily, adhere to prescribed routines and develop skill in operation of office equipment and communications equipment.

Act calmly and effectively in emergency and high stress situations.

LANE COUNTY
Communications Officer 2 (Continued)

Ability to: (con't)

Understand and follow verbal and written instructions.

Maintain clerical records and prepare accurate reports.

Maintain confidentiality by distinguishing between public records and confidential records.

Deal tactfully with the public under stressful conditions.

Quickly and effectively learn techniques and procedures in receiving requests for emergency assistance.

Learn cities, locations of highways, main streets, landmarks, major buildings, and geography of Lane County.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Work a variety of shifts, including but not limited to days, swing and graveyard; work any day of the week, including but not limited to weekends and holidays.

Keyboard at a speed of not less than 35 words per minute.

Experience and Training

Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of police related clerical work or public safety communications work is required.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

LANE COUNTY
Communications Officer 2 (Continued)

SPECIAL REQUIREMENTS:

Possession of LEDS certification or ability to obtain within six months of initial appointment.

Possession of Telecommunicator certification or ability to obtain within one year of initial appointment.

De minimus changes approved by CAO & HR Manager 3/3/05 as outlined in memo of that date.