

## **COMMUNICATIONS SPECIALIST**

### DEFINITION

To perform complex and responsible technical communications work in the Department of Public Safety; to assume responsibility for resolution of technical problems; to monitor and coordinate work activities; and to perform related duties as assigned.

### CLASS CHARACTERISTICS

This is the advanced journey level class in the Communications Officer series, performing highly responsible and specialized work in the operation of a public safety communications center; includes fully skilled call-taker and police dispatching duties and functioning as a lead worker and trainer for Communications Officers 1 and 2. Positions at this level are distinguished from other classes in this series by the level of responsibility assumed and the complexity of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Communications/Records Supervisor and may exercise functional and technical supervision over assigned clerical and technical personnel. May act as lead worker for the unit in the absence of the supervisor, including adjusting work schedules for staffing coverage.

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

Recommends and assists in the development, review and implementation of goals, objectives, and procedures.

Acts as team leader; provides training, assistance and direction in coordinating assigned work activities; refers personnel issues to supervisor.

Recommends and assists in the scheduling of personnel in the work unit to maintain minimum staffing levels and training.

Provides responsible technical support to complex or special projects.

LANE COUNTY  
Communications Specialist (continued)

EXAMPLES OF DUTIES: (con't)

Provides initial contact with the general public in person or on the telephone, which may include emergency or stress situations, as well as resolving difficult situations requiring lead worker intervention.

Acts as Field Training Officer for Communications Officer 1 and Communications Officer 2, and provides input for those employees' performance evaluations.

Call Taking Duties:

Answers multi-line telephone, 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, including the use of internal CAD (computer aided dispatch) system.

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.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles of work coordination and scheduling; basic principles of employee training and supervision.

Emergency medical services operations and communications activities.

Pertinent Oregon laws relating to sentencing of inmates and inmate incarceration.

Operating characteristics of communications equipment used in the Department of Public Safety system.

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

Basic rules and regulations of the Federal Communications Commission pertaining to radio/telephone operations.

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:

Perform advanced and highly responsible communications and/or records functions.

Act calmly and effectively in emergency and high stress situations.

Assign and review the work of others; effectively instruct others to perform various assigned tasks and duties following established procedures, policies and guidelines.

Make decisions independently and use initiative and judgment.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality by distinguishing between public records and confidential records.

LANE COUNTY  
Communications Specialist (continued)

Ability to: (con't)

Comprehend, interpret and adhere to laws, regulations, policies and procedures.

Operate sophisticated office and public safety equipment, including computers.

Understand and follow written or oral instructions.

Deal tactfully with the public under stressful conditions.

Establish and maintain records, reports and statistical data and accurately prepare reports.

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

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:

Three years of responsible police communications/records experience.

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

SPECIAL REQUIREMENTS:

Possession of LEADS 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 change clarifying supervisory language approved by CAO & HR Manager 3/3/05 as outlined in memo of that date.