

LANE COUNTY  
F017  
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## **COMMUNICATIONS OFFICER**

### DEFINITION

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

### CLASS CHARACTERISTICS

The Communications Officer performs specialized duties in the law enforcement communications center such as answering incoming calls (both emergency/non-emergency) for police services; transferring appropriate information to field units; and operating computer equipment, radio transmitting/receiving 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.

### SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the assigned Communications/Records Supervisor; may receive work assignment and training from Communications Specialist or lead Communications Officer 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, and 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.

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Communications Officer 1 (continued)

EXAMPLES OF DUTIES (con't)

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.

Maintain confidentiality by distinguishing between public records and confidential records.

Act calmly and effectively in emergency and high stress situations.

Understand and follow verbal and written instructions.

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Communications Officer 1 (continued)

Ability to: (con't)

Maintain clerical records and prepare accurate reports.

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:

One year of multi-line telephone system experience, along with police-related clerical work OR public safety communications work OR public contact work.

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

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 clarification to Experience section, as outlined in 1/10/06 memo, approved by CAO 1/20/06. Combined Communications Officer 1 and 2 classifications into Communications Officer per LCPOA 2016-2019 Collective Bargaining Agreement 7/1/2017.