CITY OF ROSENBERG
JOB DESCRIPTION

POSITION TITLE: Communications Specialist Recruit **POSITION NO:** 622

PAY GROUP: C-1 **OCCUPATIONAL CATEGORY:** Office/Clerical

FLSA STATUS: Non-Exempt

JOB SUMMARY: To provide efficient and effective communication linkages between the public, departmental and other law enforcement personnel.

REPORTING RELATIONSHIPS:

Reports to: Patrol Lieutenant
Supervises: Has no supervisory responsibilities

ESSENTIAL JOB FUNCTIONS

- Operates police radio, telephone and law enforcement computer and communications equipment.
- Receives telephone calls from the public regarding complaints, accidents or public disturbances and makes preliminary determinations if an emergency exists.
- Transmits radio communications to personnel and other departmental staff.
- Dispatches police and fire personnel to respond to calls for service.
- Relays information to officers on patrol and fire.
- Monitors radio frequencies of law enforcement, fire, ambulance and other emergency vehicles.
- Properly logs all radio traffic.
- May be required to work overtime.
- Shift work is required for this position.
- Transmits teletype information to other law enforcement agencies.
- Retrieves criminal histories and outstanding warrants as required.
- Inquires about the status of stolen articles through the criminal information networks.
- Monitors burglary, robbery and fire alarms and dispatches appropriate personnel.

- Provides operational maintenance on equipment.
- Receives and conveys all animal control calls and city services after hours.
- Operates the mini-print telephone (TDD) required for communication with the hearing impaired.

ADDITIONAL FUNCTIONS OF THE JOB

- Performs other job related functions as assigned or apparent.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Knowledge of basic math required.

Skills and Abilities:

- Ability to effectively operate complex and technical communications equipment.
- Ability to quickly comprehend and communicate information received by telephone or radio communication.
- Ability to articulate clearly and communicate concisely.
- Ability to handle multiple activities simultaneously while maintaining attention to detail.
- Ability to work effectively under stress for sustained periods of time.
- Ability to remain calm and functions effectively when dealing with upset, confused, hostile or frustrated individuals.
- Ability to effectively operate complex and technical communications equipment.
- Ability to quickly comprehend and communicate information received by telephone or radio communications.
- Ability to prepare training manuals, reports and other paperwork.
- Ability to provide appropriate information to the public and other City divisions and/or departments when handling inquiries and requests for service.
- Ability to establish and maintain effective relationships with superiors, employees and the public.
- Ability to read maps quickly and accurately as well as provides accurate directions.

MINIMUM EDUCATION, CERTIFICATION AND EXPERIENCE QUALIFICATIONS:

- Must possess a high school diploma or GED.
- Must type a minimum of 40 words per minute with a high degree of accuracy.
- Obtain the Basic Telecommunications certification and TCIC/NCIC certification within the timeframe specified by the Department.
- Must successfully complete the prescribed training program and obtain required certifications after employment.
- Recruit shall serve a probationary period of one (1) year.
- Any combination of education, training, and experience that provides the required knowledge, skills and abilities.

PHYSICAL DEMANDS:

- Standing/Walking: To other departments, copier, fax machine.
- Sitting: Primary working position.
- Reaching/Handling/Fine Dexterity: Paperwork, reports, manuals, police radios, telephones. When operating computer & equipment; providing operational maintenance on technical and computer equipment; operating police radios; transmitting information to other law enforcement agencies.
- Vision: Required to perform maintenance on technical and computer equipment; changing tapes on equipment; operating radio equipment; preparing reports.
- Pushing/Pulling: Required to access certain paperwork. Opening and closing of file cabinets.
- Kneeling/Crouching/Crawling/Bending/Twisting: Using computers & equipment.
- Climbing/Balancing: When operating computer & equipment; providing operational maintenance on technical and computer equipment; operating police radios; transmitting information to other law enforcement agencies.
- Hearing/Talking: Communicating with personnel and others in person or on the telephone.
- Foot Controls: Required to use in the event the radio switch malfunctions.
- Lifting/Carrying: Paperwork, reports, manuals, police radios, telephones.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of the personnel so classified.

The Job Description does not constitute an employment agreement between the City of Rosenberg and the employee. This position is subject to change by the employer as the needs of the employer and requirements of the job change.

I acknowledge that I, _____, have received a copy of the Job Description of the City of Rosenberg. I acknowledge that I have read the Job Description and am aware of its contents, and further acknowledge that it is my responsibility to adhere to it to the best of my ability.

Printed Name: _____

Signature: _____ Date: _____

Revised 04.12.11