

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Senior Communications Officer

Department: Police
Pay Grade: CO4
FLSA Status: Non-Exempt
Job Code: P415

JOB SUMMARY

The purpose of this classification is to train new employees and serve as shift supervisor for the 911 Communications Center.

ESSENTIAL JOB FUNCTIONS

- Supervises, directs, trains and evaluates assigned staff on shift, processing employee concerns and problems, directing work, counseling, completing employee performance appraisals and recommending employee discipline.
- Coordinates daily work activities on shift; organizes, prioritizes, and assigns work; monitors work activities and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.
- Trains new recruits on all levels of the job, including call taking, fire dispatch, police dispatch, camera function, radio functions, GCIC/NCIC etc.
- Receives emergency and non-emergency calls; prioritizes calls; processes and/or transmits public safety information into the computer and dispatches law enforcement officers, animal control, firefighters, medical personnel, or emergency personnel; assists subordinate personnel in handling unusual or complex situations.
- Enters data into, and obtains data from, the Georgia Crime Information Center (GCIC) network and the National Crime Information Center (NCIC) network, such as driver's license and automobile tag information; enters stolen, or removes found, vehicles and weapons in system; enters information on missing or found persons; confirms warrants for other jurisdictions through NCIC and GCIC.
- Assists callers in high stress situations, such as domestic violence, suicide, hostage calls, and when a loved one dies; gives CPR instructions to callers for patients who are in cardiac

arrests; gives medical pre-arrival instruction to patients who are in need of medical assistance; communicates with caller on phone while logging radio traffic.

- Coordinates multi-unit and multi-jurisdictional response calls; contacts outside agencies for law enforcement officers and fire personnel, such as the gas company, railroad, police, wreckers, etc.
- Monitors cameras across the city for alarms, inclement weather, and traffic as well as cameras at City Hall and the Police Department.
- Monitors bank and phone alarms, including City Hall and all City owned buildings and all participating retailers.
- Serves as a member of the Outreach program to educate the general public on the use of 911 and the process in which calls come in and are dispatched.
- Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a computer, printer, radio console, facsimile machine, copier, calculator, multi-line phone, radio communications equipment, computer aided dispatch system, TTY/TDD system, headsets, weather computer, paper shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High school diploma or GED; two (2) years of experience in 911 communications; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain the following certifications: POST Registered or Certified in Communications, Emergency Medical Dispatch, GCIC/NCIC Operator, and CPR-First Aid for the State of Georgia.

Special Requirements:

- Must pass extensive background check, home check, drug screening, medical, polygraph and psychological tests.

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards, and coordinating activities.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.