JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Communications Operator</th>
<th>Civil Service:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Police</td>
<td>Bargaining:</td>
<td>Yes</td>
</tr>
<tr>
<td>Reports to Position:</td>
<td>Communications Manager</td>
<td>Pay Grade:</td>
<td>Per MPPA Contract</td>
</tr>
<tr>
<td>Location:</td>
<td>Police Department</td>
<td>Overtime:</td>
<td>Paid Overtime</td>
</tr>
<tr>
<td>Effect. Date:</td>
<td>04/03/03</td>
<td>FLSA Status:</td>
<td>Non - Exempt</td>
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JOB SUMMARY

This is a non-management position within the police department. Work involves the coordination and operation of the communications center. Work is performed in accordance with federal and state laws as well as departmental regulations, policies and routines.

ESSENTIAL JOB DUTIES/WORK PERFORMED

- Must not pose a direct threat to the health or safety of other individuals in the work place or citizens encountered during work.
- Operates the department's telephones and radio equipment.
- Receives calls from 911.
- Enters and retrieves information through the teletype and computer systems.
- Collects fees and maintains records of fees.
- Dispatches police units.
- Relays information to and from police units.
- Functions as a receptionist in relaying calls, individuals or information to members of the department.
- Updates communications center manuals.
- Trains officers for relief duty as needed.
- Performs typing, computer systems work and filing duties.
- Data entry, equipment maintenance, operating terminals, recorders and other communications related equipment.
- Performs related work as required.

REQUIRED KNOWLEDGE AND SKILLS

- Knowledge of city geography and surrounding area.
- Knowledge of laws, regulations and policies pertaining to the communications function.
- Skill in the use of radios, telephones, recording, teletype, computer systems and other related equipment utilized by the police department.
- Knowledge of the services provided by the police department, other city departments and outside agencies.
- Knowledge of police radio procedures.
- Ability to obtain information from excited or agitated individuals in person or by phone.
- Ability to remain calm under all types of emergency and/or emotional situations.
- Ability to foster and maintain effective working relationships with fellow employees and the public.
- Ability to accurately relay information verbally and in writing.
- Ability to rapidly and accurately type using a computer terminal keyboard.
- Ability to understand and execute oral and written directions.
- Ability to enter and retrieve information by the use of teletype and computer systems.
- Ability to make minor decisions in accordance with established law, regulations and policies.
- Ability to train new employees as assigned.
- Ability to operate the equipment located in the communications center.
- Ability to maintain confidentiality required and law and department guidelines.
### ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES

- Ability to read, speak, write and understand English to effectively communicate with citizens and employees by telephone, in written form or face-to-face.
- Ability to operate telephone, computer keyboard, calculator, switchboard, teletype, photocopier and similar electronic and manual office machines.
- Ability to monitor and respond to all required police radio traffic.
- Ability to sit for long periods of time for typing and computer work.
- Ability to bend, reach, climb, stoop and lift 40 pounds for filing and records retrieval.

### QUALIFICATIONS

- High school diploma. Additional course work or experience in the use of computers and communications apparatus desirable.

### WORKING CONDITIONS

- Works in a 24/7 office environment on various shifts.
- Work may require call in without notice.

### REQUIRED BACKGROUND CHECKS

- Sex Offender Registry
- Criminal Background Check
- Drug Screening
- Driving Record
- Pre-Employment Physical
- Polygraph