CITY OF SEDALIA, MISSOURI

Job Description

Job Title:	**TELECOMMUNICATIONS OFFICER**		
Department:	Police		
Supervisor:	Police Commander – Operations Support		
Date:	February 2012	Position No.	PD/14
FLSA Status:	Non-Exempt	Random Substance Testing:	Y

Job Summary:

This position is responsible for receiving, evaluating, and disseminating calls for police and fire service through the Telecommunications Office.

Job Scope:

The purpose of this position is to receive, evaluate, and disseminate calls to police and fire units. Successful performance helps ensure efficient communication of information to emergency responders.

Essential Duties and Responsibilities:

1. Receives, evaluates, prioritizes, and disseminates calls for police and fire service.

2. Enters misdemeanor warrants.

3. Answers administrative and emergency phone lines; enters all call data to specialized computer program.

4. Monitors and transmits emergency and operation messages via multi-channel base radio.

5. Inputs data and dispatches appropriate units; updates and monitors status of police and fire units using computer-aided dispatch system.

6. Inputs and retrieves inquiries concerning wanted/stolen status of persons, vehicles, and articles and concerning criminal histories of persons through MULES, NCIC and Department of Revenue computer files; validates all computer entries, stolen articles and missing persons data on a monthly basis.

7. Performs general clerical duties, including typing and filing, sorting documents, and taking messages.

8. Maintains a clean work area.

9. Maintains manual and computer files and logs.

10. Refers citizens with non-law-enforcement problems to appropriate agencies.

11. Monitors weather conditions; sounds tone-alert warnings and sirens as warranted.

12. Maintains and troubleshoots office and communications equipment.

13. Communications training officer.

14. On call 24/7, including holidays for emergencies.

15. Performs other related duties as assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar or related to the position.

Minimum Qualifications:

1. High School diploma or GED
2. 2 years experience in administrative or customer service role
3. Must meet state required certifications within 1 year of employment
4. APCO member preferred
5. Ability to readily obtain MULES/NCIC certification within 6 months of employment
6. Missouri drivers license
7. Must agree to be subject to random drug screen throughout employment.

Necessary Knowledge, Skills, and Abilities:

1. Knowledge of communications equipment and technology.
2. Knowledge of MULES, NCIC, and FCC rules and regulations.
3. Knowledge of Fire Department, Police Department, Highway Patrol, and other emergency service providers.
4. Skill in entering data rapidly and accurately.
5. Skill in using various types of communications equipment.
6. Skill in using a computer and standard office equipment.
7. Skill in oral and written communication.

Guidelines:

1. City and department policies and procedures,
2. MULES/NCIC standards, FCC regulations
3. Guidelines require judgment, selection, and interpretation in application.

Complexity:

The work consists of related technical communications duties. The need to perform multiple tasks at the same time and in stressful situations contributes to the complexity of the position.

Principal Working Relationships:

1. Co-workers, Police Officers, Firefighters, medical professionals, representatives of other law enforcement agencies, other city employees.
2. The general public.

Purpose of Contacts:

Contacts are typically to give or exchange information, provide services, resolve problems, motivate or influence persons, and clarify, justify, defend, negotiate, or settle matters.

Supervisory and Management Responsibility:

None.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is typically performed while sitting at a desk or table with intermittent standing or stooping. Some reaching and bending may be required. The employee occasionally lifts light and heavy objects, and may be required to distinguish between shades of color.

Work Environment:

The work is mostly sedentary and typically is performed in an office. Work may involve prolonged use of the telephone and personal computer.