



CITY OF ALACHUA

JOB DESCRIPTION

COMMUNICATIONS OPERATOR TRAINEE

DEPARTMENT: Police: Communications Division

REPORTS TO: Communications Supervisor

SUPERVISES: None

FLSA: Non-exempt

GENERAL DESCRIPTION:

Training position in responsible specialized work in dispatching police units to emergencies and assisting the public and providing information to officers through State-wide computer systems and complaint desk activities. Work is performed under the direction of the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

Receives training from an assigned Communications Operator II trainer on how to perform the role of a Communications Operator to include the following:

1. Receives incoming calls, obtains essential data, evaluates the situation, and takes appropriate response.
2. Handles complaints and handles emotionally hostile persons on telephone or at the counter.
3. Responds to service and information requests from agency personnel.
4. Performs all aspects of FCIC/NCIC data entry/inquiry.
5. Operates an 800 mg radio, computer and telephone simultaneously, dispatching information regarding emergency calls from the public and public safety personnel.
6. Operates the Computer-aided dispatch (CAD) system terminals
7. Operates equipment in the emergency command center during disasters or mobilizations.
8. Maintains a wide variety of records and logs. Files documents and records, etc.
9. Maintains security of the communications room.
10. Studies maps to gain familiarity with major landmarks, roads, streets, and buildings within the city and county
11. Accesses, inputs and retrieves information from a computer.
12. Follows written and oral instructions.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS

Ability to learn the operating characteristics of the communications equipment used in the system. Ability to learn the functions, procedures, policies and regulations of the communications system and of the police department. Ability to learn City streets and landmarks. Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition. Ability to assess people and situations and use judgment in decision making. Ability to establish and maintain effective working relations with co-workers and the general public. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to speak clearly, distinctly and politely. Ability to access, input and retrieve information from a computer. Ability to type 35 cwpm. Must be at least 19 years of age. Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system. Skill in the efficient operation of the communication

and retrieval equipment in the system.

EDUCATION AND EXPERIENCE

High school graduation or possession of an acceptable equivalency diploma.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS

FCIC/NCIC certified within six (6) months of hire. Department of Health certified within one (1) year.

ESSENTIAL PHYSICAL SKILLS:

Acceptable eyesight (with or without correction).
Acceptable hearing (without hearing aid).
Ability to communicate both orally and in writing.
Ability to access, input and retrieve information from a computer.
Ability to type accurately.
Listening.
Ability to enter data at a prescribed rate of speed.

ENVIRONMENTAL CONDITIONS:

Works inside in an office environment under stressful conditions.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the City.

Employee Name (please print)

Date

Employee Signature



CITY OF ALACHUA

JOB DESCRIPTION

COMMUNICATIONS OPERATOR I

DEPARTMENT: Police: Communications Division

REPORTS TO: Communications Supervisor

SUPERVISES: None

FLSA: Non-exempt

GENERAL DESCRIPTION:

Responsible specialized work in dispatching police units to emergencies and assisting the public and providing information to officers through State-wide computer systems and complaint desk activities. Work is performed under the general direction of the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

1. Receives incoming calls, obtains essential data, evaluates the situation, and takes appropriate response.
2. Handles complaints and handles emotionally hostile persons on telephone or at the counter.
3. Responds to service and information requests from agency personnel.
4. Performs all aspects of FCIC/NCIC data entry/inquiry.
5. Operates an 800 mg radio, computer and telephone simultaneously, dispatching information regarding emergency calls from the public and public safety personnel.
6. Operates the Computer-aided dispatch (CAD) system terminals
7. Operates equipment in the emergency command center during disasters or mobilizations.
8. Maintains a wide variety of records and logs. Files documents and records, etc.
9. Maintains security of the communications room.
10. Studies maps to gain familiarity with major landmarks, roads, streets, and buildings within the city and county
11. Accesses, inputs and retrieves information from a computer.
12. Follows written and oral instructions.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the operating characteristics of the communications equipment used in the system. Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department. Knowledge of City streets and landmarks. Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition. Ability to assess people and situations and use judgment in decision making. Ability to establish and maintain effective working relations with co-workers and the general public. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to speak clearly, distinctly and politely. Ability to access, input and retrieve information from a computer. Ability to type 35 cwpm. Must be at least 19 years of age. Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system. Skill in the efficient operation of the communication and retrieval equipment in the system.

EDUCATION AND EXPERIENCE

High school graduation or possession of an acceptable equivalency diploma. Experience in use of a two way communication telephone mini-computer system; or education and experience which provides the above knowledge, skills and abilities.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Maintenance of FCIC/NCIC Certification required.

Maintenance of DOH Certification required.

ESSENTIAL PHYSICAL SKILLS:

Acceptable eyesight (with or without correction).

Acceptable hearing (without hearing aid).

Ability to communicate both orally and in writing.

Ability to access, input and retrieve information from a computer.

Ability to type accurately.

Ability to enter data at a prescribed rate of speed.

ENVIRONMENTAL CONDITIONS:

Works inside in an office environment under stressful conditions.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the City.

Employee Name (please print)

Date

Employee Signature



CITY OF ALACHUA

JOB DESCRIPTION

COMMUNICATIONS OPERATOR II

DEPARTMENT: Police: Communications Division

REPORTS TO: Communications Supervisor

SUPERVISES: None

FLSA: Non-exempt

GENERAL DESCRIPTION:

Responsible specialized work in dispatching police units to emergencies and assisting the public and providing information to officers through State-wide computer systems and complaint desk activities. Responsible for instruction of Communications Operator Trainees. Work is performed under the direction of the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

Will both perform and instruct Communications Operator Trainees on the following:

1. Receives incoming calls, obtains essential data, evaluates the situation, and takes appropriate response.
2. Handles complaints and handles emotionally hostile persons on telephone or at the counter.
3. Responds to service and information requests from agency personnel.
4. Performs all aspects of FCIC/NCIC data entry/inquiry.
5. Operates an 800 mg radio, computer and telephone simultaneously, dispatching information regarding emergency calls from the public and public safety personnel.
6. Operates the Computer-aided dispatch (CAD) system terminals
7. Operates equipment in the emergency command center during disasters or mobilizations.
8. Maintains a wide variety of records and logs. Files documents and records, etc.
9. Maintains security of the communications room.
10. Studies maps to gain familiarity with major landmarks, roads, streets, and buildings within the city and county
11. Accesses, inputs and retrieves information from a computer.
12. Follows written and oral instructions.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the operating characteristics of the communications equipment used in the system. Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department. Knowledge of City streets and landmarks. Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition. Ability to assess people and situations and use judgment in decision making. Ability to establish and maintain effective working relations with co-workers and the general public. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to speak clearly, distinctly and politely. Ability to access, input and retrieve information from a computer. Ability to type 35 cwpm. Must be at least 19 years of age. Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system. Skill in the efficient operation of the communication and retrieval equipment in the system.

EDUCATION AND EXPERIENCE

High school graduation or possession of an acceptable equivalency diploma. Experience in use of a two way communication telephone mini-computer system; or education and experience which provides the above knowledge, skills and abilities. Minimum two years' experience as a Communications Operator I.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Maintenance of FCIC/NCIC certification required.

Maintenance of DOH Certification required.

ESSENTIAL PHYSICAL SKILLS:

Acceptable eyesight (with or without correction).

Acceptable hearing (without hearing aid).

Ability to communicate both orally and in writing.

Ability to access, input and retrieve information from a computer.

Ability to type accurately.

Ability to enter data at a prescribed rate of speed.

ENVIRONMENTAL CONDITIONS:

Works inside in an office environment under stressful conditions.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

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Employee Name (please print)

Date

Employee Signature