



The City of Weatherford, Oklahoma

POSITION: Communications Specialist
DEPARTMENT: Police
REPORTS TO: Communications Supervisor
DOT (CDL) OR PHMSA: No
CALLBACK REQUIRED: Yes As Needed
DESCRIPTION:

FLSA STATUS: Non-exempt
PAY CLASSIFICATION: Full-time Hourly
SAFETY SENSITIVE: Yes
PAY GRADE:
UPDATED

This is a responsible position involving the dispatching of police, fire, ambulance, animal control and other personnel and equipment on emergency and service-related calls and performing associated record keeping duties during an assigned shift. Work also involves meeting and responding to inquiries from the public at the Department's walk-up window.

Work involves responsibility for the receipt and transmission of radio and telephone messages and the dispatching of emergency personnel in accordance with standardized procedures and regulations. Responsibilities include the operation of communications equipment to provide prompt and effective responses to calls for service in both routine and emergency situations. Incumbents are expected to exercise judgment in coordinating and following through on responses to situations which may affect the lives and safety of the public, public safety personnel, and others responsible for public protection and safety. Work involves several actions being pursued concurrently or sequentially. Work is reviewed by observation and examination of records for conformance with standard operating procedures and quality of communication services provided.

ESSENTIAL FUNCTIONS:

- Monitors, receives calls, and broadcasts requests for police services; receives requests for medical assistance, fire, and other emergency services by telephone; dispatches personnel by radio or transfers non-public safety calls to appropriate agencies; monitors multiple radio frequencies and alarms.
- Remains cognizant of complaints, designated priorities, and availability of units capable of responding to reported incidents.
- Determines nature of required assistance, location, and other pertinent information; differentiates between routine, priority, and emergency requirements; deploys appropriate units to scene of event; transmits pertinent information regarding service requirements; assigns backup assistance as required.
- Monitors jail cells through television cameras and visual inspections; logs inspections (1095) in computer and notifies shift commander of any behavior or events that require further in-person investigation or attention.
- Maintains a variety of logs, records, and files.
- Initiates searches of local, state, and nationwide criminal justice data banks to obtain information on warrants, driver history, missing persons, vehicles, firearms, and miscellaneous property; assesses the response for compatibility with the requests and relays it to the field unit.
- Uses computer terminal to enter information into the National Crime Information Center (NCIC) on vehicles, persons, property, and criminal history; transmits and receives coded and

conventional messages to and from other jurisdictions via OLETS and other established communication links.

- Operates data entry terminal in entering all police activity and calls for service, warrants and other information into the computer; enters and processes citations; processes and files other police records.
- Disseminates information to the public regarding City and department operations;
- Communicates with citizens who telephone or walk in with complaints and questions; responds to requests for reports; accepts bonds and fines for arrested subjects.
- May serve as jail matron.
- Promotes and maintains responsive community relations.
- Follows safe work practices.
- Maintains the confidentiality of private information.

QUALIFICATIONS:

- Graduation from high school including courses in typing; experience as a telephone operator, dispatcher, or similar work involving public contact; or any equivalent combination of training and experience that provides the following knowledge, abilities, and skills:
- Ability to learn the principles involved in the operation of radio, telephone, computer, and related communications equipment.
- Ability to learn local and state laws and ordinances as required.
- Ability to learn the City's geographic areas.
- Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.
- Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.
- Ability to speak concisely and distinctly; ability to work under stressful conditions at peak periods or during critical incidents.
- Ability to learn and apply a variety of software programs used within the department and as information links to other departments and agencies.
- Ability to maintain required records.
- Ability to distinguish confidential material and apply departmental standards for security and privacy. Will be compelled to maintain the confidentiality of private information.
- Ability to establish and maintain effective working relationships with others.
- Skill in the operation of devices utilizing alphanumeric keyboards.

SPECIAL QUALIFICATIONS:

- Must successfully complete required training to become certified through the Oklahoma Law Enforcement Telecommunication System within six months time following employment; must be certified in CPR, EMD, PST and jailer training.

ENVIRONMENT:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear for long uninterrupted periods of time. The employee is occasionally required to walk; use hands

