

August 2017

JD# POL G10-06

**Identification**

**Position Title:** Communications Operator  
**Department:** Police  
**Division:** Communications  
**Immediate Supervisor:** Senior Communications Supervisor  
**FLSA Status:** Non-Exempt

**Job Summary/Scope**

Receives emergency and non-emergency calls for service from the public, and dispatches the proper police, fire or sheriff's response and equipment. Operates computer systems, 911 lines and non-emergency lines. Maintains accurate records and coordinates emergency services with other agencies, hospitals, ambulances and utilities. Records all calls into the computer system. No supervisory or budgetary responsibilities.

**Essential Duties and Responsibilities**

- Monitors and answers emergency 911, Text-to-911 and non-emergency phone calls.
- Dispatches public safety response and equipment for police, fire and sheriff's department.
- Transfers ambulance calls and coordinates response for assisting agencies.
- Completes tests of emergency warning equipment monthly.
- Maintains accurate records for the police, fire and sheriff's department activities through accurate documentation in the CAD computer system.
- Enters, modifies, locates and/or removes all municipal warrants, as well as stolen and recovered articles, guns and vehicles into the state and local computer system.
- Enters emergency orders of protection.
- Maintains contact with on-duty officers so as to be aware of location and activities at all times.
- Utilizes the MULES and NCIC systems, DOR, CAD and other search venues to obtain necessary work-related information.
- Maintains a record of street closings/openings and fire hydrants in and out of service.
- Monitors MOSWIN and other special event talk group channels.
- Participates in tests of the National Warning System (NAWAS) daily and activates the tornado warning siren system when necessary.
- Follows written and oral instruction.

**Other Duties and Responsibilities**

- Assists with training of new radio operators.
- Performs all other assigned duties which support the overall objective of the position and/or department mission.
- Attends related training and meetings.
- Maintains a professional relationship with the public, outside agencies and co-workers.
- Maintains a positive attitude and promotes a team environment.

**Employee Behavior and Conduct**

City employees shall conduct themselves in a professional manner and shall exhibit and extend such professional conduct appropriate for the circumstances to those with whom they come into contact both internally and externally during the performance of their duties. Examples of professional conduct include, but are not limited to, being communicative, informative, fair, honest, and respectful.

**Required Knowledge, Skills and Abilities**

- Skills in typing, computer, phone systems and various printers.
- Must be able to complete a keyboarding (typing) test.
- Knowledge of street and road systems and general geography of the City and County.
- Ability to perform tasks and make quick decisions in stressful situations.
- Ability to communicate clearly and concisely.
- Ability to work under stressful and unpleasant circumstances with minimum supervision.
- Must be able to obtain the Missouri Uniform Law Enforcement System (MULES) certification and appropriate training and successfully complete a dispatcher training program.
- Must maintain confidentiality and integrity of the department.
- Must comply with policies and procedures.
- Meet the minimum training standard and successfully complete the training program.

**Material and Equipment Directly Used**

Operates a variety of equipment used in the daily operation of the police department. Such equipment includes telephone system, fax, TDD phone, NAWAS phone, printers, shredder, computers, recording systems and radio dispatch system. There may be times when use of personal vehicle may be required.

**Working Environment/Physical Requirements**

Work is performed in an indoor setting with a controlled environment. Work involves sitting for long periods. Physical activity includes bending, stooping, reaching and lifting. Work includes involvement in highly intense and stressful situations. Frequently necessary to lift objects weighing 10 to 20 pounds. Must have vision acuity sufficient to operate a computer console and read printouts. Hearing acuity sufficient to hear and clearly understand radio/telephone traffic in an area where constant communication center background noise is present. Some overnight or day travel may be required for business purposes. Vacation and other leave scheduling shall be requested of and approved by the appropriate supervisor.

**Education**

High school diploma or equivalent preferred.