

## **POLICE COMMUNICATIONS OFFICER II**

(Promotional Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This is responsible and skilled work in performing police communications duties and assisting in and monitoring the work activities of lower level employees. Employees of this class perform the same duties as the lower level employees but at a higher skill level and with a greater degree of discretion and independent judgment. Work involves assigning work tasks and providing training to lower level employees, performing clerical and maintenance duties, testing equipment, documenting work related complaints from police officers or the public and preparing shift reports as directed. The class differs from that of Police Communications Officer I because of the higher level of skills and responsibilities and the higher degree of speed and assurance in the performance of their duties. Work is reviewed and supervised by the Police Communications Supervisor.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Participates and assists lower level employees in monitoring police radio traffic and calls for emergency services; keeping track of the location of officers on duty; receiving reports of complaints and requests for service; applying established priorities and procedures in dispatching officers to calls for service; assigning backup units; notifying supervisory and special unit personnel of calls for service in accordance with established procedures; and arranging for satisfaction of calls for additional assistance.

Maintains records of service and complaint calls, classifying calls for service according to established codes; operates computer terminal in requesting or reporting information regarding offenders and vehicles and in entering data; communicates by teletype with other law enforcement agencies, and documents work related complaints for review and consideration by supervisor.

Monitors direct lines, bank and other alarm signal boards; maintains files to facilitate speedy responses by assigned officers; and assists lower level employees in receiving incoming complaint and service request calls.

Provides intensive training to new employees and thereafter on an ongoing basis to insure a competent and efficient work force.



Provides information to supervisor relative to work performance and behavior of lower level employees for use in preparation of employee performance evaluations.

Calls state police or other law enforcement agencies by phone or radio to send or receive messages concerning auto licenses, drivers licenses, runaways, criminal records, etc.

Notifies repair crew and supervisor of any malfunctioning equipment; monitors the general care and use of assigned equipment; inspects equipment on a regular basis to assure that it is in proper operating condition.

Prepares for shift change by briefing oncoming shift or by being briefed by outgoing shift, checks records from previous shift, prepares shift reports and assembles necessary supplies and equipment.

Keeps logs, records, files, and lists by making entries on a regular basis or by periodically reviewing and up-dating information.

Files report forms, cards, logs, tapes, or other items for future reference; fills out forms, reports, or official documents required by the department.

Performs related duties as assigned.

#### **NECESSARY KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of the street system and geography of the city and adjacent areas.

Thorough knowledge of the principles involved in the operation of radio, telephone, and related emergency communication equipment.

Skill in the operation of communications equipment and alpha-numeric computer terminals.

Ability to operate radio and telephone equipment quickly and accurately under heavy load conditions.

Ability to speak clearly and concisely in a well-modulated voice and to use good diction.

Ability to think and act quickly, calmly, and with accuracy in emergency situations.

Ability to maintain required records and reports.

Ability to establish and maintain effective work relationships with the public and with other employees.

Ability to lead and train lower level employees in the proper operation of all police communications equipment and procedures.

**QUALIFICATION REQUIREMENTS**

Unless otherwise stated, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Must be a regular and permanent employee in good standing in the class of Communications Officer I with at least three years service from date of probational appointment in that class.

After offer of either employment or promotion to a position must meet and maintain any medical and physical fitness standards designed to demonstrate good health and the physical ability to perform the essential duties of the position, with or without accommodation, as determined by a qualified medical physician and administered by the Appointing Authority.

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