

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **COMMUNICATIONS OPERATOR I
COMMUNICATIONS OPERATOR II**

DEPARTMENT: **POLICE**

BASIC FUNCTION:

Under general direction, to receive, evaluate and act upon emergency and non-emergency telephone and radio communications which range from routine to the complex in the support of municipal law enforcement and fire departments; perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Communications Operator I is an entry level class in the Communications Operator series and employees assigned to this class normally have little experience involving police work. Communications Operators I are normally considered to be in a training status to develop the skills, abilities and responsibilities of the next level in this series. Within one year from date of hire, employee should successfully complete the 120-hour basic dispatcher course and demonstrate the required competencies for successful job performance. Upon meeting these qualifications, employees will be re-assigned to the next higher class, Communications Operator II.

Communications Operator II is a class normally filled from the lower class of Communications Operator I. A Communications Operator II is the journey-level classification and works under general supervision and performs a wide variety of complex clerical and emergency tasks in support of the police and fire department operations.

KEY RESPONSIBILITIES:

Receive routine and emergency calls and dispatch police, fire and emergency medical units using a virtual telephone, computer equipment and/or a two-way radio console as well as a keyboard and mouse, trackball or foot pedal.

Perform multiple tasks simultaneously, such as receive, document and disseminate information accurately in both written and oral form, enter information into and retrieve information from computer systems and read information from multiple computer screens.

Document facts accurately, legibly, and completely during multiple/emergency call situations

Coordinate activities within the city departments as well as with other emergency service and other government jurisdictions. Monitor other radio frequencies, dispatching appropriate emergency units when necessary.

Take and evaluate reports, handle complaints, and requests for service over the phone and in person. Elicit information, quickly and accurately analyze situations and choose an effective course of action for both emergency and non-emergency situations.

Provide responsive, high quality service to city employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Screen and refer selected problems to appropriate supervisor.

Assist in the supervision and training of less experienced personnel in a one-on-one, on-the-job-training environment that includes writing daily/weekly evaluations.

Use computer terminals to inquire, enter and check data in local, state, and national information databases

Perform routine cleaning and maintenance of radio/dispatch equipment.

Perform other related duties as assigned.

QUALIFICATIONS:

For Communications Operator I:

Knowledge of:

- Basic organization and functions of municipal police and fire departments.
- Basic emergency (911) system functions and operations.
- Basic geography of the City of Carlsbad, San Diego County, and environs.

Skill in:

- Effectively operating telephone, radio, computer terminal and other related equipment or systems in the Communications Center.
- Eliciting from, and explaining information effectively and accurately to, a wide variety of callers. Providing excellent customer service both in person and on the phone to every caller, regardless of who they are.
- Providing information relevant to maintaining the safety of field personnel.
- Analyzing situations accurately, reasoning clearly, and adopting effective courses of action even during times of stress or life-threatening peril.

Ability to:

- Learn to operate radio, telephone, and computer terminal equipment, and properly dispatch emergency units under extreme pressure.
- Learn to handle multiple situations on a simultaneous basis.
- Learn to understand, interpret and process radio traffic and telephone calls despite considerable background noise, static and interference.
- Keep a spirit of collaboration and cooperation within the Communications Center, regardless of the amount of stress/activity going on. Establish and maintain cooperative relationships with those contacted in the course of work.
- Remain calm and communicate precisely and clearly in emergency situations. Exercise sound judgment in making priority decisions.
- Read maps, grids and written instructions.

- Deploy emergency equipment within specific guidelines.
- Learn and articulate rules and procedures involved in release and maintenance of police records and files.
- Document facts accurately, legibly and completely under pressure of multiple emergency call situations.
- Understand and carry out oral and written directions. Perform duties effectively with a minimum of supervision.

SPECIAL REQUIREMENTS:

Ability to keyboard/type at a minimum net speed of 40 wpm.

Must complete the Police Officer Standards of Training (P.O.S.T.) certified Basic Compliant/Dispatcher course within 12 (twelve) months of appointment.

FOR COMMUNICATIONS OPERATOR II: (In addition to the Communications Operator I qualifications)

Knowledge of:

- Operational principles and practices of a police and fire radio-telephone emergency communications and dispatching system, including emergency (911) system operations.
- Geography of the City of Carlsbad and environs.
- Appropriate agencies for handling of public safety complaints/problems/emergencies.

Ability to:

- Communicate with the public and quickly identify the emergency dispatch needs.
- Handle multiple situations on a simultaneous basis.
- Employ good judgment and make sound decisions in accordance with established procedures and policies.
- Read, interpret and communicate map information accurately.
- Assist less experienced personnel in the operation and compliance with fire and police rules and regulations.
- Perform duties effectively with minimum of supervision.

EXPERIENCE AND EDUCATION:

For Communications Operator I:

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying.

For Communications Operator II:

One year of operational experience in public safety (police dispatch) performing duties comparable to those of a Communication Operator I.

Possession a Police Officer Standards of Training (P.O.S.T) Basic Complaint/Dispatcher Certificate. Computer Aided Dispatch (C.A.D.) experience strongly preferred but not required.

SPECIAL REQUIREMENTS:

Ability to keyboard/type at a minimum net speed of 40 wpm.

Dispatch operations run on a 24-hour per day, seven day a week schedule. This position works on a rotating shift basis, holidays and weekends.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING:

Positions in this class are typically situated in a standard office environment in a secured, access controlled area resulting in little exposure to the weather. The working environment may range from periods of high volume emergency and life-threatening calls for service to periods of little activity. The position is subject to stressful time-pressure situations and occasional boredom.

Incumbents must be able to do the following: sit for prolonged periods of time; use a headset to hear and transmit radio transmissions and instructions; see and read an activity screen, use a keyboard; wear headsets for prolonged periods of time.

Incumbents are expected to be able to flex neck upward and downward and from side to side; there is repetitive use of hands to operate computers, printers, and copiers; there is occasional walking, standing, bending, and twisting of neck, bending and twisting of waist, squatting, simple grasping, and reaching above and below shoulder level.

DATE APPROVED: June 21, 2011