

POSITION DESCRIPTION

Position: Communications Technician (Rev. 04-12-11)

Reports To: Administrative Police Captain

Group/Department: Police Department/ Communications

Work Location: Sidney Police Department Facility, Communications Center

Position Summary:

The Communications Technician, in the Sidney Police Department, is responsible for receiving and dispatching incoming calls or in-person requests for police, fire, and rescue services.

Job Dimensions:

The Communications Technician works in the Police Department Communications Center. The Communications Center is a 24-hour, seven (7) day a week, public safety communications facility staffed by regular full-time and part-time Technicians. Two (2) Communications Technicians are on duty at all times during a shift.

Nature and Scope:

The Administrative Police Captain supervises the Communications Technician position. In the absence of the Administrative Police Captain, the Communication Technician will report to the ranking police officer in charge of the shift.

The Communications Technician will primarily work with Police, Fire and other outside agency emergency personnel in coordinating communications efforts.

The major responsibilities of the Communications Technician include, but are not limited to:

- ◆ Receive telephone calls and transmit information by radio or telephone and take incoming messages.
- ◆ Communicate with citizens in the Police Department lobby and communicating with Police and Fire personnel on station.
- ◆ Enter data in the CAD System and NCIC/LEADS System and maintain communications with all field public safety units.
- ◆ Monitor the alarm board status and dispatch public safety units as needed.
- ◆ Receive court bonds, parking ticket fines, and account for monies collected.
- ◆ Assisting police officers with female arrestees during searches and transports (if female).
- ◆ Maintain status as a deputy clerk of the Sidney Municipal Court and Notary Public to witness the filing of criminal charges.
- ◆ Assist the Records Section with data entry and have a working knowledge of the Police Department records system.
- ◆ Receive information from various sources and successfully communicate with other police agencies, fire/rescue units, the court system, utility companies, other City departments, county agencies, and various civic groups such as the Humane Society, Salvation Army, etc.
- ◆ Quickly and effectively communicate information to emergency personnel at the scene of an incident.

Major Challenges:

- ◆ Monitor the communications console for long periods of time while simultaneously monitoring several telephone lines, radio frequencies, computer screens, alarms and security monitors.
- ◆ Remain calm in stressful situations and use good judgment in handling complaints from individuals who may be upset, excited, afraid, injured, etc.
- ◆ Work with and establish effective communication with city emergency service personnel.

Other Requirements

- ◆ Make important decisions quickly and remaining calm in emergency situations.
- ◆ Ability to learn the proper use of departmental communications equipment including the 911 System, CAD System, NCIC/LEADS Terminal, various telephone equipment, Police/Fire Department radio system, computer, printer and typewriter.
- ◆ Physically able work in an enclosed Communications Center with stringent requirements for breaks and time away from console while on duty.

- ◆ Work in a law enforcement environment that entails viewing or describing events that may be unpleasant or distasteful.

Qualifications:

- ◆ High School Diploma or GED equivalent.
- ◆ Ability to obtain a passing score on a written test.
- ◆ Successfully pass a Polygraph test, Criminal Background Check, Psychological Assessment and Physical Examination including a Drug Screen.
- ◆ Successfully complete basic public safety, emergency medical and fire service dispatch courses during the first six (6) month's of the probationary period.
- ◆ Ability to secure required CPR and LEADS certifications.
- ◆ Demonstrate good clerical skills and the ability to effectively use all equipment in the Communications Center within the first six (6) month's of the probationary period.
- ◆ Resident of Shelby County (or adjacent county) or become a resident within one (1) year from the date of hire and maintain residency in Shelby County or adjacent county is required.