

TOWN OF COLCHESTER

JOB DESCRIPTION

Position: Communication Specialist

Reports to: Communications Supervisor **Department:** Police

Classification: Non-Exempt

Job Function: This position receives and disseminates emergency and non-emergency calls for service. This position dispatches and assists police, fire and rescue personnel and serves internal and external customers in a safe and timely manner.

Essential Functions:

Communications specialists will normally perform a wide variety of duties, generally encompassing the following, but not limited to:

- Answer incoming telephone calls from the public and other Law Enforcement, Fire and/or EMS agencies and make the proper disposition of all calls;
- Receive and process emergency and non-emergency requests for police/fire/rescue assistance or for general information;
- Handle 911 calls in accordance with established policies and procedures;
- Receive and document all calls, radio and telephone, into the CAD system, and dispatch appropriate response without delay;
- Listens and communicates effectively to elicit necessary fact and information from callers;
- All required information shall be entered into the CAD system
 - Complainant's Name
 - Complainant's Address
 - Complainant's Date of Birth
 - Complainant's Phone Number
 - Nature of call
 - Any other pertinent information
- Maintain the status of all active units in the CAD system;
- Provides communication links between police/fire/rescue response units and outside public service agencies;
- Relay information received by the VLETS / NLETS to the appropriate agencies or personnel;
- Enter articles and persons into NCIC when appropriate, in accordance with NCIC & local policies and procedures;
- Enter warrants into the Vermont State database or NCIC database and VEWS a timely manner;
- Assist officers in contacting outside services and/or agencies;
- Notify the appropriate members of Command Staff in the event of a major incident that may require additional resources;
- Enforce visitor sign-in procedures as dictated by policy;

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- Assist walk in complaints by connecting them with the appropriate help;
- Enter towed vehicles into the records management system in a timely manner;
- Assist in maintaining a safe, clean and pleasant workspace;
- Assists officers by looking up information in computer system such as searching for vehicle information and warrants and monitoring radio and cameras as needed to ensure officers safety while on duty;
- Maintains records by entering necessary information into the computer system and or issuing radio broadcasts to neighboring police agencies for incidents such as missing persons, stolen vehicles;
- Perform related duties to include training of co-workers and being proficient in the operation of various office equipment including copiers, fax machines, printers, voice and video recording systems and applicable software applications;
- Works well with all department personnel as well as other town departments, Works with fire and rescue departments serving jurisdictions responsible for as well as police, fire, rescue units in neighboring communities. Works with District Court, correctional facilities, federal authorities, hospitals, and the U.S. Coast Guard;
- Performs other necessary tasks or functions as is necessary to accomplish Department goals and objectives.

Knowledge, Skills, and Abilities:

Prior to hire:

- Demonstrated ability to receive, correlate and accurately disseminate oral and written instructions;
- Ability to prioritize calls for service;
- Demonstrated ability to utilize standard computer equipment and perform data entry using keyboarding skills.
- Professional judgment is required to apply the proper course of action;
- Ability to communicate effectively;
- Demonstrated emotional stability and the ability to work in a stressful, highly responsible environment. Demonstrated ability to think and act quickly, calmly, and accurately in an emergency situation. Ability to analyze situations to include multiple tasks quickly and objectively and determine the proper course of action and prioritization to occur;
- Demonstrate ability to operate in a confidential working environment;
- Criminal Record Check is required.

Prior to the end of field training period:

- Demonstrated ability to provide detailed information/instructions to public safety personnel or citizens under stressful and rapidly evolving circumstances;

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- Demonstrated ability to develop communications skills which mitigate the effect of potentially rude, abusive and uncooperative callers;
- Sufficient knowledge of the principles involved in the operation of radio, telephone, police fire and medical emergency alarm receiving equipment, to allow for the proper use of these systems;
- Demonstrated ability to develop skill and speed in the operation of communications equipment and to demonstrate knowledge of public safety practices and procedures;
- Obtain satisfactory ratings on all areas of the DORs and field training requirements;
- Certified NCIC terminal operator within 6 months of hire.

Physical Requirements:

These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

<input checked="" type="checkbox"/> Seeing	<input checked="" type="checkbox"/> Ability to Move Distances	<input checked="" type="checkbox"/> Lifting (specify)
<input checked="" type="checkbox"/> Color Perception	Within and Between	40 Pounds
<input checked="" type="checkbox"/> Hearing/Listening	Facilities/Offices	<input checked="" type="checkbox"/> Carrying (specify)
<input checked="" type="checkbox"/> Clear Speech	<input type="checkbox"/> Climbing	40 Pounds
<input checked="" type="checkbox"/> Touching	<input type="checkbox"/> Ability to Mount and	<input type="checkbox"/> Driving (local/over
<input checked="" type="checkbox"/> Dexterity	Dismount Equipment	the road)
<input checked="" type="checkbox"/> Hand	<input type="checkbox"/> Pushing/Pulling	Other _____
<input checked="" type="checkbox"/> Finger	<input checked="" type="checkbox"/> Typing	_____
<input type="checkbox"/> Standing		_____
<input checked="" type="checkbox"/> Sitting		

Mental Reasoning Requirements:

<input type="checkbox"/> Reading - Simple	<input type="checkbox"/> Writing-Complex	<input checked="" type="checkbox"/> Analysis/Comprehension
<input checked="" type="checkbox"/> Reading - Complex	<input checked="" type="checkbox"/> Clerical	<input checked="" type="checkbox"/> Judgment/Decision Making
<input checked="" type="checkbox"/> Writing - Simple	<input checked="" type="checkbox"/> Basic Math Skills	<input checked="" type="checkbox"/> Stress

Work Environment:

<input checked="" type="checkbox"/> Shift Work	<input type="checkbox"/> Outside	<input type="checkbox"/> Pressurized Equipment
<input checked="" type="checkbox"/> Works Alone	<input type="checkbox"/> Extreme Heat	<input type="checkbox"/> Moving Objects
<input checked="" type="checkbox"/> Works with Others	<input type="checkbox"/> Extreme Cold	<input type="checkbox"/> High Places
<input checked="" type="checkbox"/> Verbal Contact w/Others	<input checked="" type="checkbox"/> Noise	<input type="checkbox"/> Fumes/Odors
<input checked="" type="checkbox"/> Face-to-Face Contact	<input type="checkbox"/> Mechanical Equipment	<input type="checkbox"/> Hazardous Materials
<input checked="" type="checkbox"/> Inside	<input checked="" type="checkbox"/> Electrical Equipment	<input type="checkbox"/> Dirt Dust

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Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is an “at will” position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make changes to functions or responsibilities at any time, with notice to employees of such changes.