

POSITION: Police Communications Officer II
GRADE: 2PS
CODE:

FLSA: Non-Exempt
DATE: 1/99

Job summary: Receives telephone and radio requests for assistance from citizens and transmits them to the appropriate agency or sheriff's unit, including fire, police, and emergency divisions; performs other duties as assigned.

Essential Functions:

1. Receives telephone and radio requests from citizens requesting emergency and non-emergency assistance from police, fire, and/or emergency units;
 2. Dispatches appropriate units to the scene of an emergency or location or request for service;
 3. Runs tag and license information and checks for warrant information as requested;
 4. Maintains communications with citizen until units arrive;
 5. Maintains communications with all units in the field during incident;
 6. Notifies hospitals, other police agencies, and emergency personnel of impending action;
 7. Monitors burglar and hold-up alarms;
 8. Transmits received weather warnings to affected public agencies and the media;
 9. Maintains listing of closed roads and bridges;
 10. Logs all radio transmissions received and sent;
 11. Prepares written reports as required;
 12. Reports to work regularly and on time;
 13. Perform other duties as instructed and assigned.
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Required Knowledge, Skills, and Abilities:

1. Thorough knowledge of the processes and procedures of emergency radio and telephone communications;
 2. Thorough knowledge of the geography of Cecil County and its subdivisions;
 3. Ability to effectively communicate in emergency situations both orally and in writing;
 4. Skill in map reading;
 5. Strong organizational skills;
 6. Ability to prepare accurate logs and reports;
 7. Ability to establish and maintain effective working relationships with others;
 8. Ability to calm others and remain calm under stress situations;
 9. Ability to make quick decisions involving large amounts of equipment and manpower during initial alert;
 10. Ability to perform several tasks at the same time;
 11. Skill in typing and keyboards;
 12. Ability and willingness to work shifts;
 13. Must pass background investigation.
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Education and Experience:

1. High School diploma or G.E.D.;
2. One or more years experience in communications;
3. Or equivalent technical training, education, or experience;

4. One year experience as a Police Communications Officer I preferred;
5. Emergency Medical Dispatch certification;
6. Valid Driver's License.

Physical and Environmental Conditions: Work demands occasional strenuous effort. For example, handling of moderately heavy boxes, moderately heavy tools, equipment, or materials, or walking/climbing or sitting/standing in a fixed position or extended periods of time.

Work involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., aggressive human behavior, extreme outdoor weather conditions, or similar situations where conditions cannot be controlled.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.