

GRADE: 6NE

POSITION TITLE: COMMUNICATIONS SPECIALIST I
BUREAU: AUXILIARY SERVICES
DIVISION: COMMUNICATIONS

REPORTS TO: WATCH COMMANDER
SUPERVISES: NONE

POSITION SUMMARY: Performs duties to answer and evaluate telephone calls for police response coming into the Communications department via 911 system; enter data into the Computerized Aided Dispatch System; provide information to officers in the field and other assistance when requested.

FUNCTIONS OF THE JOB:

Essential Functions:

- 1) Answer telephone calls to the 9-1-1 center received over 9-1-1 and various other, non-emergency phone numbers, evaluate calls for the need for police, fire, emergency medical services or other non-emergency responders. Provide information and/or redirect call to other agency or division if not a police incident requiring dispatch of police officers to the scene. Notify Fire Department, Emergency Medical Service or other agency when their services are needed. Transfer caller to the appropriate agency if the need for service is outside the City of St. Louis.
- 2) When acting as a Complaint Evaluator, operate Computer Aided Dispatch system terminal; enter crime type, location information of caller, location where service is needed, caller's name and telephone number, emergency service needed, narrative encapsulation of incident, and other necessary remarks. Transfer completed or partially completed CAD incident to appropriate Dispatcher. Inform the appropriate Dispatcher and police units over the radio of certain serious incidents before transferring the CAD incident to the Dispatcher. May adjust the priority level of the incident when necessary.
- 3) When acting as an Information Dispatcher, operate Regional Justice Information System to conduct inquiries on wanted persons, vehicle registrations and other information requested by police officers; make notifications and callbacks requested by officers; maintain manual records of requests and results.
- 4) Maintain constant communication with callers and, if necessary, update officers of situation on-site.
- 5) Monitors call systems in the Communications department; maintain high level of response when incoming calls are at peak volume.
- 6) Inform supervisor of all serious incidents or those of an unusual nature.
- 7) Comply with revisions from time to time after mutual consultation.
- 8) Manually record requests for non-emergency services involving on-going problems for forwarding to the appropriate police district.
- 9) Regular, punctual attendance is required.

Marginal Functions: None Identified

Physical/Visual Activities or Demands: Physical/Visual activities or demands that are commonly associated with the performance of the functions of this job.

- 1) Standing, Walking, Sitting, Reaching, Pushing, Grasping, Feeling, Talking, Hearing.
- 2) Clarity of vision at 20 inches or less and 20 feet or more with peripheral vision and the ability to bring objects into sharp focus.
- 3) Employees required to exert up to ten pounds of force occasionally and/or a negligible amount of force constantly.
- 4) Ability to distinguish colors on color computer monitors.

Environmental/Atmospheric Conditions: Environmental and atmospheric conditions commonly associated with the performance of the functions of this job.

Good working conditions, employee routinely exposed to stress and high pressure, occasionally exposed to noise.

POSITION QUALIFICATION REQUIREMENTS:

Knowledge:

High school diploma or equivalent with basic computer skills and a minimum typing speed of 25 words per minute.

Experience:

Minimum of one year experience in a customer service environment working with the public, and general office experience, familiarity with Windows operating system desirable.

Skills and Abilities: Skills and abilities that may be representative but not inclusive of those commonly associated with this position:

- 1) Apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- 2) Ability to deal with problems involving several concrete variables in standard situations.
- 3) Ability to develop the customer service skills necessary to build rapport with the general public by:
 - Giving full attention to what others are saying, taking time to understand the points being made and asking questions as appropriate
 - Communicating information and ideas in a polite, effective, non-threatening manner
 - Actively looking for ways to help and assist people
 - Speaking clearly so others can understand
 - Observing, receiving, and otherwise obtaining information from all relevant sources
- 4) Ability to read specialized, technical rules and instructions in the use of communications equipment and procedures.
- 5) Ability to speak with voice control and project confidence, using correct English and well modulated voice; and simultaneously type incident summaries onto computer screen with proper format, punctuation, spelling, and grammar.
- 6) Ability to elicit specific information from the public in emergency situations.
- 7) Ability to hear clearly with telephone headset over general background noise.
- 8) Ability to exercise extreme discretion concerning confidential information.

Machines, Tools, Equipment and Work Aids that may be representative but not all inclusive of those commonly associated with this position:

Computer, Communications Radio Equipment, Telephone Headset, Call Transfer Systems.

License(s)/Certification(s) Required: Regional Justice Information Service Certification

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

"Commonly associated" is not intended to mean always or only. There are different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

All activities, Demands, Conditions and Requirements are linked to Essential Job Functions unless marked with an asterisk that denotes linkage only to marginal function(s).

Original Evaluation	Revised by	Revised by	Revised by	Revised by	Revised by
GF - 9/96	DM - 12/97	MG - 01/01	MG - 02/02	MG - 01/06	