

**CITY OF SALEM
COMMUNICATION SPECIALIST I**

0397

NATURE OF WORK

This is responsible entry-level emergency communication work involving the receipt of requests for police, fire and medical services in a centralized public safety communications center. Employment in this classification is limited to a maximum of 30 months.

Work involves the responsibility for receiving emergency calls; determining the nature of emergency service required by the type of request and location of the call; and transmitting the information to the appropriate dispatcher or jurisdiction. Work involves preparation of incident reports, operation of computer terminals, operation of a telephone switchboard and receptionist activities. Direct supervision is received during the probationary period with completion of routine assignments without specific guidance as proficiency is gained. Incumbents may be considered for promotion without competition to Communication Specialist II based upon experience, demonstrated ability and successful completion of a proficiency examination process including qualifying on two radio (police and fire) positions.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the duties listed, and many positions will involve duties which are not listed.)

Answers incoming emergency and non-emergency telephone calls for police, fire, ambulance, or related assistance. Obtains sufficient information from caller to initiate a response from the appropriate public safety agency.

Determines which public safety is to handle response. If agency is not dispatched from the Center, transfers information to the appropriate agency.

If appropriate public safety agency is dispatched by the Communications Center, completes complaint/dispatch processes and transmits information to the appropriate dispatcher for action.

Provides non-technical information to callers or directs them to other appropriate organizations or personnel as required.

Monitors and maintains records concerning automatic fire and burglar alarms.

Operates computer terminal equipment in general performance of duties; enters and receives data by computer operation.

Checks departmental and other agency files for pertinent information as required.

Performs a variety of general clerical duties, such as filing, preparation of records, forms, and other pertinent documents. Maintains work place in a neat orderly fashion.

May receive training in public safety radio dispatching.

Performs other related work as required.

WORK QUALIFICATIONS

Must successfully complete the Emergency Medical Dispatch course provided by the City by the end of the probationary period.

Experience in receiving emergency requests or emergency dispatch work; course work in business practices and typing; or any equivalent combination of training and experience which provides the following knowledges, skills and abilities:

Considerable knowledge of regional geography, location of major streets and principle industrial, commercial and institutional structures, or ability to obtain that knowledge during probationary period.

Skill in the use of a standard typewriter keyboard and computer terminal.

Ability to speak clearly and distinctly over the radio.

Ability to develop skill in the operation of technical equipment.

Ability to respond rapidly and effectively to emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.

Ability to read, comprehend and follow detailed and complex procedures, laws and instructions.

Ability to write legibly and maintain written records.

Ability to memorize radio codes, employee number, laws, department procedures and extensive resource information.

Ability to make decisions and to effectively apply department policy, department reporting regulations and legal requirements.

Ability to develop and maintain effective working relationships with the public and other City staff.

Ability to successfully complete a hearing examination and background investigation.

Must be able to work periodic overtime and a variety of 24 hour rotating shifts including holidays and weekends. Work environment is in an enclosed area with no windows, involving sitting at a telephone/computer position for extended periods of time. Work involves accurate keyboard and listening skills, monitoring a variety of illuminated screens for information. The work involves communicating with distraught and/or disoriented, argumentative, and non-cooperative individuals and requires explicit gathering of essential information mainly through verbal communications. Work environment contains periods of high activity, and emotional events countered with periods of low activity.

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Personnel Director