

**CITY OF SALEM
COMMUNICATION SPECIALIST II**

0398

NATURE OF WORK

This is responsible journey level work in emergency communication work involving receipt and transmission of requests for police, fire, and medical services in a centralized public safety communication center.

Work involves responsibility for receiving calls for emergency assistance and dispatching proper police, fire and medical units as required by the nature and location of the call. Work involves preparation of incident reports, operation of computer terminals, radio dispatching, operation of a telephone switchboard, and receptionist activities. The work is distinguished from the Communications Specialist I by the requirement to be fully proficient in handling the full range of emergency and non-emergency communications dispatching functions. General supervision is received for compliance with prescribed departmental rules and regulations.

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).

Operates radio and telephone control consoles in dispatching public safety resources and routing of other emergency calls to the appropriate agencies.

Receives emergency call information; dispatches call to appropriate units or departments; maintains information on units' activities; accesses computer terminals to obtain, transmit, and record information such as vehicle license number, driver's information, warrants, and stolen vehicle information; enters record information via computer terminal; maintains status of equipment; and completes appropriate records and forms to maintain control and to record the activity of dispatched units. Maintains record of time and nature of unusual or significant events and other pertinent information facilitating efficient communications dispatching.

Relays and receives information from other public safety organizations; notifies other service agencies such as road maintenance, public works, signal and light maintenance, animal control, and other miscellaneous services.

Facilitates coordination of Communications Center services; provides and receives information on emergencies dispatched to and from co-workers.

Documents and advises Communications Shift Supervisor the need for radio, telephone, or equipment repairs needed.

May monitor various fire and burglar alarms and dispatches proper equipment to alarms.

Studies and maintains familiarity with major roads, streets, industrial plants, public buildings, and general geographic location of cities, towns, and landmarks of the City of Salem and the service areas within Marion and Polk counties.

Maintains work place in a neat, orderly fashion.

May assist in training of Communications Specialists I or II.

Performs other related work as required.

WORK QUALIFICATIONS

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

Considerable experience in emergency radio dispatching; completion of a two-year training program in business practices and typing; or any equivalent combination of training and experience which provides the following knowledges, skills, and abilities:

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

Knowledge of police, fire, and emergency medical services operations and related communications activities.

Basic knowledge of the rules and regulations of the Federal Communications Commission pertaining to radio/telephone operations.

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

Ability to comprehend and relay information exactly as received.

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, complex procedures, laws and instructions.

Ability to write legibly and maintain written records.

Ability to memorize radio codes, employee numbers, 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 provide training to new employees in the Communication Center

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.

Personnel Director

5/88

jobspec.0398

Minor revision: 6/02