



*Class Code: 0399  
FLSA: Non-exempt*

## **Communication Specialist III**

### **NATURE OF WORK**

This is responsible, journey level, communications work. Frequently involving lead trainer responsibilities of personnel within a centralized public safety communications center, providing dispatch services for police, fire, and medical agencies.

Work involves the receipt and transmission of requests for assistance of police, fire, and medical units as determined by the nature and location of the call; the technical training and orientation of communications center personnel to the operation of computer terminals, radio dispatching procedures, operation of multi line computerized telephone system and the preparation of some police reports. The work is distinguished from the Communications Specialist I and II positions by the assignment of training responsibilities and supervision of the Communications Center in the absence of a shift supervisor. Supervision is received in the form of general supervision. Incumbents of this position are leaders within the Communications Center and are frequently involved in confidential discussions with Communications Training Officers (CTO's), Shift Supervisors and the Training Coordinator regarding other employee's performance.

### **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).

Develops and implements training programs for Communication Center personnel to ensure proficiency in all phases of the Communications Center services, as assigned. Training programs are reviewed by the Shift Supervisor and approved by the Training Coordinator before implementation. Incumbents of this classification monitor, document and report the progress of a trainees under their supervision to the Shift Supervisor and Training Coordinator, recommending possible improvements or a plan of action for remediation.

Performs the duties of a 911 Call Taker, Communications Specialist I, Specialist II, CTO's and Shift Supervisor as needed. Receives emergency call information; enters call information into a Computer Aided Dispatch (CAD) system, dispatches calls to appropriate units or departments, or makes appropriate referrals; maintains information on units' activities; accesses computer terminals to obtain, transmit, and record information or requests received from the public and field personnel. Includes access to several programs with historical record keeping data, LEADS/NCIC/DMV, including Computerized Criminal History (CCH) data as well as Microsoft WORD and Microsoft EXCEL.

Receives and relays information to and 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.

Receives documents and advises Communications Shift Supervisor of the need for any known equipment repairs

needed. Ensures that a clean, orderly work place is maintained.

Responsible for supervision of communication center operations in the absence of a Communication Shift Supervisor.

Performs other related work as required.

## **WORK QUALIFICATIONS**

Must possess or successfully complete LEADS certification, the Emergency Medical Dispatch, First Aid/CPR certification courses, NIMS Training, 911 Call Taker, CSI and CSII training courses provided by the City, as well as the Basic Telecommunications certification requirements by the end of the probationary period. Ongoing ability to maintain these certifications through continuing education courses.

Must possess the ability to maintain confidentiality and the ability maintain a high level of work ethic and moral among subordinates.

Must be proactive in giving counsel and seeking solutions to a variety of problems.

Considerable progressively responsible experience in emergency radio dispatching; completion of a two year training program in business practices, typing, and some supervisory course work; or any equivalent combination of training and experience which provides the following knowledge, skills, and abilities:

Ability to gain, and maintain, a thorough knowledge of regional geography, location of major streets, and principle industrial, commercial, and institutional structures, landmarks of the City of Salem and the service areas within Marion and Polk counties or ability to obtain that knowledge during probationary period.

Considerable 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 keyboard and computer terminal.

Considerable ability to provide effective training and guidance in accordance with accepted management principles. The ability to accurately evaluate and record performance of new hires, probationary and tenured employees, and to counsel for improvement in needed areas. Training may be conducted in a one-on-one setting, or during classroom instruction. Considerable ability to develop, update, administer and maintain; remedial training plans, lesson plans, test, training topics and training guides to be used by other employees. Any of these actions may be at the request of the Shift Supervisor, Training Coordinator or WVCC Management personnel.

Ability to read, comprehend, follow, and relay or teach detailed, complex procedures during periods of stress or high activity.

Considerable ability to provide effective instruction in the complex and varied functions, procedures, and equipment used within the communications center.

Ability to comprehend and relay information exactly as received.

Ability to pickup 10-15 pounds.

Ability to remain awake and alert while working.

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. Maintain accurate written records and effectively and consistently maintain organization and productivity during periods of stress and high activity.

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

Ability to make decisions, often under stress and hurried conditions, and to effectively apply department policy, department reporting regulations and legal requirements.

Ability to develop and maintain, positive and effective, working relationships with co-workers, subscriber agency personnel, the public and other City staff.

Ability to successfully complete a hearing and vision (color blindness) examination, background investigation and pre-employment drug screening.

Must be able to work frequent overtime and standby, a variety of 24 hour rotating shifts including holidays and weekends. Work environment is in an enclosed area and, involves sitting at a telephone/radio/computer work station for extended periods of time. Work involves accurate keyboarding and listening skills, monitoring a variety of computer screens for information gathering and dissemination. The work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and requires explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service. Work environment contains periods of high activity, and emotional events countered with periods of low activity.

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Personnel Director

jobspec.0399: 5/88  
Minor revision: 6/02  
2/08