

City of Claremont, New Hampshire

Position Description

Position Titled: Communications Specialist **Union/Merit:** New England PBA Union
Reports to: Police Chief **Grade Level-Points:**
Department: Police **Revised/Updated:** 04/10/05
FLSA Status: Non-Exempt

Job Summary

Work involves the responsibility of operating telephone, radio and other communications equipment in receipt and transmission of calls for police, fire, and emergency medical assistance. Non-emergency assistance is also rendered in the form of information taking and transmitting for a variety of different municipal and contract agencies. Work also involves performing a variety of clerical duties including, but not limited to, filing, producing computer-generated logs, reports and other records.

The incumbent is responsible for receiving and correctly dispatching all calls received during their shift at the Emergency Dispatch Center and for a variety of clerical and support activities within the Department. The proper functioning of this position affects the safety and well-being of all persons served by the Center.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Must have clear, understandable speech.
2. Answers all incoming telephone calls received at the Emergency Dispatch Center for the City of Claremont.
3. Dispatches, via radio, telephone or verbally, the calls to the appropriate police, fire, emergency medical service, or other appropriate agency responsible for the delivery of the requested or required service.
4. Maintains a log of all calls received, including the complainant's information, location of the problem, the applicable response information and any other appropriate data concerning the dispatch of services for the complainant.
5. Serves as a receptionist at the Claremont Police Department answering requests for information and directing citizens to the appropriate person or agency.
6. Monitors alarm systems at the Emergency Dispatch Center such as burglar alarms, fire alarms, building alarms and other types of automatic alarm systems; monitor closed circuit television system within the Dispatch building and on the exterior. Oversees the activity on CCTV or audible monitors to ensure safety of persons within the buildings monitored.

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7. Performs a variety of clerical support functions such as logs or activity report record generation, computer information updates, filing, transcribing and related activities.
8. Performs other related duties as assigned.

Peripheral Duties

This is specialized work in receiving and dispatching police, fire, emergency, medical and other public services and in performing a variety of related duties. While the incumbent works under a number of established guidelines and procedures, all situations cannot be foreseen. The incumbent may be required to exercise independent judgment in handling emergency and non-emergency situations. At times the incumbent will have to deal with people over the phone, radio, or in person who are in a stressed or agitated condition.

Desired Minimum Qualifications

Education and Experience:

High School diploma with typing or computer-use training. Some experience in the operation of two-way radios, operation of computers and electronic telephone systems and dealing with the public *or* any equivalent combination of training and experience which demonstrates the possession of the knowledge, skills and abilities required to perform satisfactorily on the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Radio operating requirements and techniques.
- Word processors or computers.
- Considerable knowledge of street system and geography of the City and surrounding jurisdiction, especially those served by the Emergency Dispatch Center.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Develop, within a reasonable period of time, skill and speed in the operation of radios, computers, and related equipment and to demonstrate knowledge of public safety functions and procedures.
- Think and act quickly, accurately and calmly under stressful, emergency situations.
- Monitor several control and alarm panels and to make a decision on how to handle a particular problem.
- Demonstrated ability to communicate both orally and in writing and to speak clearly in a well-modulated voice.

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- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Type and write accurately
- Ability to maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- Skill in the use of the tools and equipment listed below.

Supervision Received

The incumbent receives verbal and written instructions and follows standardized procedures, wherever applicable; however, an incumbent must exercise independent judgment as experience is gained. Work is reviewed through monitoring the incumbent's operations, by observation and by reviewing reports, records and audio tapes.

Supervision Exercised

None

Responsibility for Public Contact

The incumbent needs to be able to receive and dispatch many calls in a courteous, efficient manner, and to be able to answer questions from the public using tact and firmness. The incumbent must be able to communicate in a friendly and efficient manner with other emergency and non-emergency agencies. The employee receives occasional verbal abuse, although this is not a significant factor in the work.

Licensing & Certification

None required

Tools & Equipment Used

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Personal computer including Microsoft Office software, accounting software, dispatch equipment, two-way radios and associated equipment, microfilm/fiche reader, motor vehicle, telephone, typewriter, calculator, copy machine, fax machine, etc.

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, dispatching equipment, copy machine, fax machine, postage machine, folder/insertor, microfilm/fiche reader, computer mouse.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are no or little physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like. During emergencies, significant periods of duty are required.

The incumbent's working conditions are typically quiet to moderately loud.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required

Kneeling: Occasionally required

<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required

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<u>REACH above shoulder height:</u>	Occasionally required	<u>Handling:</u>	Frequently required
<u>REACH at shoulder height:</u>	Occasionally required	<u>Torquing:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required	<u>Fingering:</u>	Frequently required
<u>PUSH/PULL:</u>	Occasionally required		

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	Not required for the performance of the functions of this position.

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