

# **THE CITY OF DEL CITY JOB DESCRIPTION**

## **Communications Officer I**

### *POLICE DEPARTMENT*

#### GENERAL FUNCTION:

This employee is responsible for the receiving of calls for service from the public by telephone or personal contact regarding emergency and non-emergency situations, complaints, and animal control problems. Records all pertinent information and the dispatching of Police patrol forces to calls for service through radio operations. Employees of this class are under the direct supervision of a Division Commander and the general supervision of a Shift Commander. Employee may be responsible for the on-the-job training of new personnel.

#### ESSENTIAL DUTIES:

- Monitors radio communications of the Del City Police and Fire Departments and other law enforcement agencies.
- Relays information to Police Officers as needed or requested.
- Records action taken, units assigned and Officers' times on the computer.
- Provides information to other law enforcement agencies and makes notifications as necessary.
- Maintains file of telephone numbers and emergency contact persons for City businesses.
- Provides general information to the public.
- Monitors security alarm systems with terminals in the Police Department.
- Assures proper operation and performs daily upkeep and minor maintenance on various office equipment.
- Operates Teletype and remote computer terminal to transmit and receive information.
- Provides information through OLETS as requested by authorized personnel.
- Accountable for the disclosure of confidential and/or sensitive information or materials to unauthorized personnel.

- Controls keys to special facilities.
- Performs duties as Jailer.
- Prepares daily logs, Teletypes and other information for roll call.
- Works rotating shifts, weekends and holidays.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

- Ability to work independently, make quick decisions and exercise good judgment under stressful conditions.
- Ability to obtain complete information and to relay it accurately and distinctly.
- Ability to deal effectively with the public and City personnel.
- Ability to communicate effectively both orally and in writing.
- Graduation from high school or GED.
- Must not be less than 18 years of age at time of appointment.
- Ability to pass psychological evaluation.
- Ability to pass basic knowledge test.
- Ability to be certified as a Jailer and OLETS Operator within first year.

ADDITIONAL DESIRABLE QUALIFICATIONS:

- Thirty (30) hours of college credit.
- Experience in work involving public contact and prior experience as a dispatcher.
- Possession of State certification as an OLETS Operator.

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Signature

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Date