CITY OF CARLSBAD
CLASS SPECIFICATION

JOB TITLE: **COMMUNICATIONS OPERATOR I**
COMMUNICATIONS OPERATOR II

DEPARTMENT: **POLICE**

BASIC FUNCTION:

Under general direction, to receive, evaluate and act upon emergency and non-emergency telephone and radio communications which range from routine to the complex in the support of municipal law enforcement and fire departments; and perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Communications Operator I: is an entry level class in the Communications Operator series and employees assigned to this class normally have little experience involving police work. Communications Operators I are normally considered to be in a training status to develop the skills, abilities and responsibilities of the next level in this series. Within one year from date of hire, employee must successfully complete the 120-hour basic dispatcher course and demonstrate the required competencies for successful job performance. Upon meeting these qualifications, employees will be re-assigned to the next higher class, Communications Operator II.

Communications Operator II: Positions in this class are normally filled from the lower class of Communications Operator I. A Communications Operator II is the journey-level classification and works under general supervision and performs a wide variety of complex clerical and emergency tasks in support of the police and fire department operations.

KEY RESPONSIBILITIES:

Receive routine and emergency calls and dispatch police, fire and emergency medical units.

Monitor other radio frequencies and alarm systems, and dispatch appropriate emergency units.

Coordinate activities within the City departments as well as with other emergency service and other government jurisdictions.

Take and evaluate reports, handle complaints, and requests for service over the phone and in person.

Screen and refer selected problems to appropriate supervisor.

May assist in the supervision and training of less experienced personnel.

Accept and route subpoenas.

Use computer terminals to inquire, enter and check data.

Perform routine cleaning and maintenance of radio/dispatch equipment.

Perform other related duties as assigned.

QUALIFICATIONS:

For Communications Operator I:

Knowledge of:

Basic organization and functions of municipal police and fire departments.

Basic emergency (911) systems operations.

Basic geography of San Diego County, City and environs.

Skill in:

Effectively operating telephone, radio, computer terminal and other related telephone equipment or system in the Communications Center.

Eliciting from, and explaining information effectively and accurately to a wide variety of callers.

Providing information relevant to maintaining the safety of field personnel.

Analyzing situations accurately, reasoning clearly, and adopting effective course of action.

Ability to:

Learn to operate radio, telephone, and computer terminal equipment, and properly dispatch emergency units under extreme pressure.

Learn to handle multiple situations on a simultaneous basis.

Reason clearly, analyze situations accurately and adopt/develop effective course of action under both emergency and non-emergency circumstances.

Remain calm and communicate precisely and clearly in emergency situations.

Exercise sound judgment in making priority decisions.

Read maps, grids and written instructions.

Deploy emergency equipment within specific guidelines.

Learn and articulate rules and procedures involved in release and maintenance of police records and files.

Document facts accurately, legibly and completely under pressure of multiple/emergency call situations.

Establish and maintain cooperative relationships with those contacted in the course of work.

Understand and carry out oral and written directions.

Perform duties effectively with a minimum of supervision.

SPECIAL REQUIREMENTS:

Must complete the Police Officer Standards of Training (P.O.S.T.) certified Basic Complaint/Dispatcher course within 12 (twelve) months of appointment.

For Communications Operator II: (In addition to the Communications Operator I qualifications)

Knowledge of :

Operational principles and practices of a police and fire radio-telephone emergency communications and dispatching system, including emergency (911) system operation

Geography of the City of Carlsbad and environs.

Appropriate agencies for handling of public safety complaints/problems/emergencies.

Ability to:

Communicate with the public and quickly identify the emergency dispatch needs.

Handle multiple situations on a simultaneous basis.

Employ good judgment and make sound decisions in accordance with established procedures and policies.

Read, interpret and communicate map information accurately.

Assist less experienced personnel in the operation and compliance with fire and police rules and regulations.

Perform duties effectively with minimum of supervision.

EXPERIENCE AND EDUCATION:

For Communications Operator I:

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying.

For Communications Operator II:

One year of operational experience in public safety (police dispatch) performing duties comparable to those of a Communication Operator I.

Possession a Police Officer Standards of Training (P.O.S.T) Basic Complaint/Dispatcher Certificate. Computer Aided Dispatch (C.A.D.) experience preferred but not required.

SPECIAL REQUIREMENTS:

Dispatch operations run on a 24-hour per day, seven day a week schedule. Incumbents will be subject to rotating shifts and varying schedules to meet the needs of the operation.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING:

Positions in this class are typically situated in a standard office environment resulting in little exposure to the weather. The working environment may range from periods of high volume emergency and life-threatening calls for service to periods of little activity. The position is subject to stressful time-pressure situations and occasional boredom.

Incumbents must be able to do the following: sit for prolonged periods of time; hear and transmit radio transmissions and instructions; see and read an activity screen, use a keyboard; wear headsets for prolonged periods of time.