

POLICE COMMUNICATIONS AIDE

Definition:

Under varying levels of supervision receives a variety of calls and messages from the public and other sources; screens calls and directs messages of an emergency nature to dispatchers; answers or relays non-emergency calls; inputs data into a computer aided dispatch (CAD) system and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Receives emergency and non-emergency telephone calls for service from the public, allied agencies and other sources.

Screens and forwards calls to dispatchers as appropriate.

Transmits radio communications from field personnel and other law enforcement agencies and transmits/directs a variety of other messages and calls.

Uses standard operating procedures in the performance of assigned duties.

Enters information into the CAD system and maintains a log of incoming calls received to include time of incoming call, duration and message as needed.

Receives and logs emergency and other messages and secures and records information as to location and type of emergency or incident.

Notifies ambulance personnel, alarm company, traffic and signal maintenance and other related staff/providers concerning emergencies.

Testifies in court as needed.

Uses a variety of CAD equipment to include a headset and keyboard.

Maintains a knowledge of the geography, street locations and landmarks in the City of Fullerton and a general knowledge of the geography and landmarks of surrounding cities.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Class Characteristics:

Police Communications Aide is a non-regular, multi-incumbent, non-sworn position in the Police Department. Incumbents exercise a substantial degree of judgment and are responsible for receiving a wide variety of calls, including those requesting assistance.

Contacts and Relationships:

A Police Communications Aide has contact with Police Department field personnel and the public, including witnesses, victims and suspects under conditions which can be stressful. Contact occurs with a wide variety of callers including those of various ages (the very young through senior citizens) in varying emotional states and those with no or limited-English language ability. Other contact occurs with other public agencies and Communications Center staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

General law enforcement practices.

English usage and grammar.

Ability to:

Analyze situations quickly.

Learn Federal Communications Commission rules and regulations governing the use of radio receivers and transmitters.

Learn and effectively use radio codes as well as interpret radio "jargon."

Learn department policies and procedures.

Learn to operate a CAD console and related equipment.

Interpret concise descriptions of complex situations and relay pertinent information.

Exercise self-control and good judgment in emergency situations.

Communicate effectively orally and speak clearly and concisely.

Remember names, numbers and details of incidents.

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

Maintain the confidentiality of information as prescribed by law.

Read and write at the level required for successful job performance.

Speak to callers using courtesy and tact.

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

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

One year of customer service related or clerical experience to include some radio, telephone or CAD experience.

Physical Tasks and Working Conditions Include the Following:

Work is performed in a dispatch/communications center environment and requires sitting for prolonged periods of time using a computer keyboard, screen and headset. An incumbent sits and stands and may twist, reach and is exposed to loud voices and digital radio sounds on a regular basis and occasional radio feedback. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Must be able to work a flexible schedule to accommodate City needs. Shift work and work on weekends and holidays is required. Incumbents may be subject to overtime and call back.

Must be able to successfully pass a Police Department pre-employment screening process.

Must type accurately at a speed which will enable successful job performance.

Fair Labor Standards Act Designation: Non-exempt.

Established January 2004