

PUBLIC SAFETY COMMUNICATIONS OPERATOR - 352

DEFINITION OF WORK

Under immediate supervision, performs responsible technical work on an assigned shift, dispatching police, fire and rescue equipment and personnel usually in response to emergency situations; does related work as required.

EXAMPLES OF WORK

Operates radios, telephone switchboard, paging and alarm system, recording devices and computer terminals; receives complaints in person or by phone; receives and transmits messages by radio and maintains radio log; operates tele-computer terminals in N.C.I.C. and P.I.N. systems; monitors teletype traffic; sends teletype messages and maintains teletype log; receives accident and ambulance calls; dispatches emergency equipment and personnel where and when needed; takes telephone calls concerning complaints, passes information on to appropriate units and makes record of calls; types and files reports and records.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to a high school diploma, including a typing course.

Knowledge, Skills and Abilities: Some knowledge of the methods of operating the communications system; some knowledge of radio and teletype procedures; some knowledge of the geography of the City and location of important buildings; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under stressful conditions.

SPECIAL REQUIREMENT

Possession of a valid Police Information Network Certificate.