



Title: Communications Specialist

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to provide customer service to citizens that have dialed 911 and need assistance. This is accomplished by answering emergency and non-emergency calls, and dispatching proper emergency units and coordinating radio traffic during emergencies. Other duties may include conducting research for required information and related duties as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Answers incoming telephone lines, responds to both emergency and non-emergency circumstances, and determines the caller's situation and location. Coordinates information received via telephone and/or radio and in person by others in the room simultaneously and responds accordingly.
2	S	Dispatches police officers and proper emergency units; provides supplemental information to officers and other personnel as needed.
3	S	Maintains and logs records by entering, and verifying all warrants, missing persons, stolen articles, stolen vehicles, suspects, and DNA supplemental information into database computer systems.
4	S	Conducts research utilizing local, state, federal and national crime databases for required information.
5	S	Assists with training of new employees; keeps detailed daily records and completes daily evaluations on trainees.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	6-9 months experience. Some previous experience required in the same or similar previous positions. The job requires a general understanding of common techniques, methods, practices, procedures, and use of forms, routines, etc., of an intermediate nature.
Education	High school graduation or equivalency.
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires moderate physical exertion. Forces exerted are equivalent to lifting between 10 and 25 pounds. Job requirements for manual dexterity or physical manipulation are also moderate. The need for physical stamina and endurance is of some significance. The degree of physical strain produced on the job is moderately taxing, and is fatiguing. Work could involve a considerable amount of walking, standing, a confining or tiring work position, or constant periods of sitting in one position where the freedom does not exist to walk about.
Contacts	Contacts are an important part of the job as work involves internal and external contacts for the purpose of securing the understanding, cooperation or agreement of others who may not be readily disposed to cooperate, business matters are unusual or controversial and of major importance to the organization. Requires extraordinary courtesy, tact and persuasiveness to obtain the cooperation of others. Work involves frequent contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a frequent requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a major impact on the organization in terms of costs, delays or attainment of organizational goals. Errors are often irreversible resulting in financial or public image losses extending over long periods.
Environment	Exposure to some undesirable or unpleasant environmental characteristics. Physical environment is generally safe and there is minimal health risk. No safety equipment or unusual precautions are required.
Safety	Responsible for personal performance as a source of serious safety risk. Work involves the use of hazardous tools, equipment and/or materials OR ensuring organizational compliance with rules, procedures and legislation for safe operation of facility, safety and development of safe work procedures.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



Certifications & Other Requirements	<ul style="list-style-type: none">• Ability to type a minimum of 40 words-per-minute.• Must pass vision and hearing tests. Eyesight corrected to 20/20 and hearing in both ears not less than 40db.• These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.• Possession of or ability to obtain within the first 6 months of hire, an Arizona State Criminal Justice Information Systems Terminal Operator Certification. Full Police Department background check required, including polygraph (must be 18 years old to consent)
---	--



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "S"				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
--	--	--	--	------------------------------------

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	O	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	Stairs, step stools
Balancing	N	On step stools
Vision	C	Eyesight corrected to 20/20, with or without accommodation. Reading, multiple computer screens, and directions
Hearing	C	Hearing in both ears not less than 40db, with or without accommodation. Listening/responding to radio transmissions and voice instructions simultaneously; communicating effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise.
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	C	Driving



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, Microsoft Office, Coles Directory, ARS Books, NCIC/ACIC Manuals and system, logging recorder, computer aided dispatch, multi-line phone system with headset, multi-enhanced radio system, weather alert radio, security cameras, front desk/city-wide panic buttons and pneumatic tubes.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never	
-Health and Safety Factors-						-Environmental Factors-					
Mechanical Hazards			N		Respiratory Hazards			N			
Chemical Hazards			O		Extreme Temperatures			N			
Electrical Hazards			N		Noise and Vibration			D			
Fire Hazards			N		Wetness/Humidity			N			
Explosives			N		Physical Hazards			N			
Communicable Diseases			N								
Physical Danger or Abuse			N								
Other											

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			F
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			F
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			F
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			