

# CITY OF PELLA, IOWA CLASS SPECIFICATION

## CLASS TITLE: Police Communications Specialist

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
<b>B</b>	<b>2</b>	<b>1</b>
<b>DEPARTMENT:</b> Police	<b>ACCOUNTABLE TO:</b> Chief of Police	<b>FLSA STATUS:</b> Non-exempt
<b>CLASS SUMMARY:</b> Incumbents are responsible for dispatching police, ambulance, and fire personnel and performing administrative support activities. Duties include: answering emergency and non-emergency calls; providing radio communications with Police Officers and other law enforcement personnel; answering requests for information from personnel in the field; dispatching emergency personnel; performing administrative support such as maintaining records and files; logging information coming into the communications office; maintaining and updating files; registering bicycles; sending and receiving messages on the state and national computer for public safety personnel; responding to walk-in customers; monitoring prisoners in the holding facility; and, entering citations, parking tickets, arrest information, and accident reports into databases.		
<b>DISTINGUISHING CHARACTERISTICS:</b> The Police Communications Specialist is a stand alone classification which is distinguished from other classifications by its responsibility for dispatching police, ambulance, and fire personnel to the community. Position requires shift work to include various rotating hours.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY	BAND/ GRADE
1.	Answers emergency and non-emergency calls, determines nature of the call, provides assistance by answering questions, refers calls to proper departments, and dispatches officers or other emergency personnel.	Daily 20%	A1/B2
2.	Provides radio communications with Police Officers and other law enforcement personnel.	Daily 20%	A1
3.	Answering requests for information from personnel in the field.	Daily 15%	A1

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4.	Performs administrative support such as maintaining records, files and logs to include: entering citations, parking tickets, arrest information, incoming calls, accident reports, business contact information, fingerprint card submission, internet inquiries and emergency contact lists in databases.	Daily 15%	A1
5.	Sends, receives and monitors incoming and outgoing messages on the state and national computer for public safety personnel to include: checking vehicle registrations, driver's license information, criminal histories, entering stolen items into the database, validating records and warrant information.	Daily 15%	A1
6.	Responds to walk-in customers, greets visitors, answers questions, dispatches officers and forwards to correct personnel.	Daily 5%	A1
7.	Registers bicycles by entering information on general physical description of the bicycle into the computer.	Varies 5%	A1
8.	Monitors prisoners in the holding facility including: monitoring paperwork to insure complete records are maintained and monitoring prisoners to ensure safety. Accompanies in jail transport when applicable.	Varies 5%	A1
9.	Performs other duties as assigned.	As Required	N/B

**Knowledge** (position requirements at entry):

Knowledge of:

- Phone and radio operations;
- Local maps and roadways;
- Computer hardware and software;
- National Incident Management System (NIMS) and Incident Command System;
- Incident-Based Reporting.

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**Skills** (position requirements at entry):

## Skill in:

- Recognizing emergency situations;
- Maintaining composure in emergency situations;
- Dispatching emergency personnel to include: law enforcement, fire, emergency response, emergency management, Department of Natural Resources, City of Pella employees, State of Iowa personnel;
- Operating telephones, computers, switchboards, and radios;
- Verbal and written communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and one year of related office experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements):

## Incumbents are required to obtain:

- Iowa/NCIC Certification within six (6) weeks after date of hire;
- Cardio Pulmonary Resuscitation (CPR) Certification within six (6) weeks after date of hire;
- Jail Administrator Certification within one (1) year after date of hire;
- Residency within a 20 minute drive time of the worksite. Residency to be established within sixty (60) days in accordance with the personnel manual.

**Physical Requirements:**

Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to work space restrictions. Position requires shift work to include various rotating hours.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Classification History:**

Prepared by Fox Lawson & Associates

Adopted: 2/15/00

Updated: 09/11/03

Updated: 09/01/08