

POSITION DESCRIPTION

Position: Communications Technician (Rev July 2014)

Reports To: Administrative Police Captain

Group/Department: Police Department/ Communications

Work Location: Sidney Municipal Building, Communications Center

Position Summary:

The Communications Technician, in the Sidney Police Department, is responsible for receiving and dispatching incoming calls or in-person requests for police, fire, and rescue services.

Job Dimensions:

The Communications Technician primarily works in the Police Department Communications Center. The Communications Center is a 24-hour, seven (7) day a week, public safety communications facility staffed by regular full-time and part-time Technicians.

Nature and Scope:

The Administrative Police Captain supervises the Communications Technician position. In the absence of the Administrative Police Captain, the Communication Technician will report to the ranking police officer in charge of the shift.

The Communications Technician will primarily work with Police, Fire and other outside agency emergency personnel in coordinating communications efforts.

The major responsibilities of the Communications Technician include, but are not limited to:

- Receive telephone calls and transmit information by radio or telephone and take incoming messages.
- Communicate with citizens in the Police Department lobby and communicating with Police and Fire personnel on station.
- Enter data in the CAD System and NCIC/LEADS System and maintain communications with all field public safety units.
- Monitor the alarm board status and dispatch public safety units as needed.
- Receive court bonds, parking ticket fines, and account for monies collected.
- Assisting police officers with female arrestees during searches and transports (if female).

- Maintain status as a deputy clerk of the Sidney Municipal Court and Notary Public to witness the filing of criminal charges.
- Assist the Records Section with data entry if requested to.
- Receive information from various sources and successfully communicate with other police agencies, fire/rescue units, the court system, utility companies, other City departments, county agencies, and various civic groups.
- Quickly and effectively communicate information to emergency personnel at the scene of an incident.

Major Challenges:

- Monitor the communications console for long periods of time while simultaneously monitoring several telephone lines, radio frequencies, computer screens, alarms and security monitors.
- Remain calm in stressful situations and use good judgment in handling complaints from individuals who may be upset, excited, afraid, injured, etc.
- Work with and establish effective communication with city emergency service personnel.

Other Requirements

- Make important decisions quickly and remaining calm in emergency situations.
- Ability to learn the proper use of departmental equipment including the 911 System, CAD System, NCIC/LEADS Terminal, various telephone equipment, Police/Fire Department radio system, monitoring and security systems, computers and other equipment located in the Communications Center.
- Physically able work in an enclosed Communications Center with stringent requirements for breaks and time away from console while on duty.
- Work in a law enforcement environment that entails viewing or describing events that may be unpleasant or distasteful.
- All other duties as assigned

Qualifications:

- High School Diploma or GED equivalent.
- Ability to obtain a passing score on a written test.
- Successfully pass a Polygraph test, Criminal Background Check, Psychological Assessment and Physical Examination including a Drug Screen.
- Successfully complete basic public safety, emergency medical and fire service dispatch courses during the first twelve (12) months of the probationary period.
- Ability to secure required CPR and LEADS certifications.
- Demonstrate good clerical skills and the ability to effectively use all equipment in the Communications Center within the first six (6) month's of the probationary period.
- Resident of Shelby County or adjacent county or become a resident within one (1) year from the date of hire. Maintain residency in Shelby County or adjacent county during employment.