

# **COMMUNICATIONS OPERATOR**

**IV-1105**

**Date:** October 2009

**Department/Division:** WCICC Communications

**FLSA:** Non-Exempt

**Reports to:** Communications Operations Supervisor

## **PURPOSE OF POSITION**

Under general direction of the Communications Operations Supervisor, operates a computerized radio dispatch and telephone system maintaining contact with personnel in the field, relaying information and data in the provision of public safety services to the community.

## **ESSENTIAL DUTIES OF POSITION (with or without accommodation)**

*The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be assigned.*

- Receives emergency 911 and non emergency requests for assistance from citizens, public safety personnel and officials.
- Operates a computerized system to dispatch law enforcement, fire and emergency medical personnel in accordance with established guidelines, policies and procedures.
- Operates multiple computerized systems to access criminal justice information.
- Operates the National Crime Information Center (NCIC) Computer System in compliance with regulations and guidance for system usage.
- Assists in filing and verifying protection orders according to established guidelines.
- Makes determinations in assigning priority among calls.
- Monitors fire and intrusion alarms, and determines alarm types and appropriate responses.
- Operates security and traffic safety cameras.
- May be required to operate the back up system in the event of malfunction in the primary system.
- Monitors computerized flood control system and the National Weather Service warnings for all types of severe weather emergencies.
- Operates the telecommunications device for the deaf to communicate with the hearing impaired.
- Provides pre-arrival medical instructions following established guidelines.
- Establishes and maintains effective working relationships with officials, other agencies, fellow employees, and the general public.
- Responsible for numerous department specific duties.
- Maintains good public relations through courteous and prompt attention to all citizen requests for services.
- Maintains regular and punctual attendance and working hours.
- Regularly lifts and/or moves up to 10 pounds and occasionally lifts up to 30 pounds.
- Expected to temporarily perform duties outside of normal classification in the event of a declared emergency. In the event that an employee is excused from work other than being sick, they will be required to report to work in a state of declared emergency.

## **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

Graduation from High School or GED and at least two years of responsible data entry and clerical experience preferably including general public contact work or any combination of experience and training which provides the required knowledge, skills and abilities.

**MINIMUM ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Abilities**

Ability to speak clearly so others can understand you, ability to see details at close range (within a few feet of the observer), ability to see details at a distance, ability to identify and understand the speech of another person, ability to listen to and understand information and ideas presented through spoken words and sentences.

**Job Knowledge**

Requires a thorough and complete knowledge of data entry systems and procedures. Ability to apply current office technology, resources and services to assist officers, officials and the general public and to direct the work of others. Knowledge of basic NCIC regulations, city ordinances; inter-personal relations and the ability to use the English language effectively. Ability to work independently and to exercise good judgment in making decisions in accordance with regulations, ordinances and laws, and to efficiently process complex data, records and reports regarding Law Enforcement and Emergency Medical Service operations and services. Ability to remain calm and professional in stressful situations.

**Language Skills and Interpersonal Communication**

Requires effective communication skills and the ability to provide assistance to Public Safety personnel and the general public via radio and telephone. Requires the ability to speak clearly, distinctly and effectively; read in English and compare similarities and differences between words and series of numbers; apply common sense understanding to the work process, procedures, programs and services; and follow verbal and written instructions. Ability to establish and maintain an effective working rapport with City officials, fellow employees and the general public.

**Work Environment**

Ninety percent of work is normally performed in a normal inside office environment with appropriate heating and cooling and is not subject to significant occupational or environmental hazards other than those normally associated with general public contact, dust or odors.

**Special Requirements**

NCIC, CPR and EMD certification.

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The City of Sioux City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages employees and prospective employees to discuss needed accommodations with the appropriate City representatives.

Approved Resolution 2009-00766

Dated 10/05/09