

POLICE COMMUNICATIONS TECHNICIAN (HELP PROGRAM)

General Statement of Duties and Responsibilities

In the Police Department Communications Section, under direct supervision, serves as a 911 emergency call taker; obtains necessary information from callers in order to initiate emergency assistance; performs clerical, administrative and other duties related to the provision of emergency service; serves as a radio dispatcher of police resources; performs related work.

Incumbents may be required to work rotating tours for shifts around the clock, including Saturdays, Sundays and holidays.

Examples of Typical Tasks

As a 911 emergency operator: answers telephone calls for assistance coming in via the 911 emergency number; determines nature and priority-code of emergency; inputs information into computer terminal; revises information in the computer; transmits information to Radio Dispatcher, Emergency Medical Service or other response unit; refers callers to appropriate city agencies for non-emergency assistance; and other related tasks.

As a radio dispatcher: analyzes information on incidents received via computer from the 911 operator to determine order, means and extent of response; dispatches police units via radio/telephone; maintains control of units via radio/telephone; coordinates chases and close pursuits; types interim and final disposition codes into computer; performs vehicle license and registration checks; and other related tasks.

Qualification Requirements

A four-year high school diploma or its educational equivalent; plus

1. One year of satisfactory full-time experience performing clerical, typing, or secretarial work; or
2. One year of satisfactory full-time experience dealing with the public, including the obtaining of information from persons; or
3. The successful completion of 30 semester college credits in an accredited college or university; or
4. Two years of active U.S. military duty with honorable discharge; or
5. A satisfactory combination of education or experience equivalent to "1", "2", "3" or "4" above. However, all candidates must have a four-year high school diploma or its educational equivalent.

POLICE COMMUNICATIONS TECHNICIAN (HELP PROGRAM) (continued)

Note:

This title is classified in the non-competitive class for a 12-month period under the Hiring Emergency Limited Placement (HELP) Program. At the conclusion of 12 months incumbents will be transferred into “Police Communications Technician (71012)” as competitive class employees.

Probationary Period:

This title is subject to a 12-month probationary period. The period of probation may be served while in the non-competitive classification under the HELP program or in the competitive classification, or both. However, all employees must serve a total of 12 months of probation.