

POLICE COMMUNICATIONS TECHNICIAN

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.

POLICE COMMUNICATIONS TECHNICIAN (continued)

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.

Direct Lines of Promotion

**From:** None

**To:** Supervising Police  
Communications Technician  
(71013)  
# Police Officer (70210)

- # Permanent employees in the title of Police Communications Technician shall be afforded the opportunity to be promoted to Police Officer provided that they meet the minimum requirements for that title.