

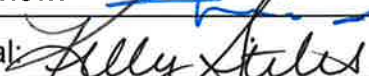


CITY OF UNALASKA

Position Description

Job Class: Non-Exempt	Job Title: Communications Officer
Supervisor: Communications Sergeant / Deputy Chief	Department: Public Safety
Wage Grade: 9	Full Time/Part Time: Full Time
Probationary Period: 1 Year	Union: PSEA

DEPARTMENT REVIEW	
Submitted By:	
Director Review:	
HR Approval: 	Date: <i>2/13/2012</i>

A position description is written to describe work currently organized and performed by a fully qualified employee (who possesses the knowledge, skills, and experience required by the position). One should be on file for each regular position. Attach a copy of the last position description prepared for this position.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview; successful completion of pre-employment drug screening; and reference/ background check including fingerprinting and other job related tests may be required.

The duties listed in this position description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description outlines the general requirements and duties of the position. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

When was the last time this position description was updated? Date: **02-2012**

What is the overall purpose and objective of this position (why does this position exist)?
Will act as an information source in emergency and non-emergency situations. Work involves gathering pertinent information regarding emergency situations and dispatching the appropriate responders. To act as a support staff for officers by providing computer generated information.

Explain the level of supervision received: Receives direct supervision from the Communications Sergeant, the Deputy Chief and the on duty Police Sergeant.

Explain the level of supervision this position exercises: **None**

POSITION RESPONSIBILITIES

List in order of importance the major responsibilities of the job. The list may not reflect the ranked importance of each responsibility or the main functions of the job.

- 1. Answer 911 and non-emergency telephone lines to aid citizens in both emergency and non-emergency situations. Assist walk-in requests for service. Act as initial point of contact between the public and all divisions of Public Safety. Provide information or initiates appropriate action to respond to all requests for service.**
- 2. Dispatch Police, Fire, Emergency Medical and Marine Response Team service personnel as required. Monitor multi-channel two-way radio system. Monitor VHF frequencies in certain emergency situations.**
- 3. Prepare, review for accuracy and maintain departmental documents, and maintain databases of local, State and Federal information.**
- 4. Computer research of State and Federal databases as requested by officers. Enter current information into Alaska Public Safety Information Network, and verify accuracy of same.**
- 5. Computer data entry into State system including, but not limited to, arrest updates, warrant entry and maintenance, missing persons, and person advisements.**
- 6. Monitor building security, NAWAS emergency system, Airport Security, controlled burns, explosives transports, blasting, road closures, and fire or intrusion alarms from various City facilities and other local businesses.**
- 7. Provide clerical support and data retrieval to all divisions of Public Safety.**
- 8. Responsible for sending Tsunami test and warning signals, road and traffic condition advisories.**
- 9. Performs related work as assigned.**

Does this position have access to confidential information? Yes X No ___ If yes, please provide detail. **The position will have access to Public Safety records including, but not limited to, case investigations, criminal and driving history information. Position also has access to State and Federal databases containing confidential information.**

Does this position have access to or handle City funds? Yes X No ___ If yes, please provide detail. **Fees are collected for police report requests, dog tags and impounds, vehicle impounds and other scheduled fees relating to the operations of Public Safety.**

Is it important to this position that the incumbent be able to communicate fluently in English? Yes X No ___ If yes, please explain. **Position requires direct verbal and written communication with City of Unalaska staff, the public, local, State and Federal agencies. All documents are written in English.**

What are the minimum qualifications necessary for this position? Education and Experience:

- 1. High School Diploma or GED.**
- 2. Knowledge of computer and basic office equipment as well as clerical skills.**
- 3. Other combinations of education and experience that could provide the knowledge, skills and abilities listed will be evaluated on an individual basis.**

What are the preferred qualifications for this position:

- 1. One (1) year of experience in work involving public contact and communication.**

List any necessary knowledge, skills, training, and abilities to qualify for this position. **Must possess ability to maintain confidentiality. Knowledge of proper use of English, grammar and spelling. Ability to produce basic business correspondence. Have ability to deal effectively with persons of varied ethnicity. Ability to communicate effectively with co-workers and customers.**

List any required technical skills (typing, computer skills, diesel mechanics, etc.): **Must have working knowledge of computer. Must be familiar with multi-line telephone system. Knowledge in the use of multi-channel two-way radio. Ability to learn to access a variety of databases. Ability to type 40 words per minute.**

Check any of the following factors that are important to successful performance in this position:

Problem Solving	X	Bilingual	o
Analytical Ability	X	Interpersonal Skills	X
Communication Skills	X	Dexterity	X

Describe the requirements of this position which make these factors important: **Frequent contact with non-cooperative, intoxicated, and/or agitated people. Must be able to deal with high stress situations effectively. Use of office equipment. Must possess the ability to multi-task. Ability to summarize large amounts of information and communicate salient points.**

LEGAL REQUIREMENTS

Are there any local, State, or Federal training, certification(s), or standards required for this position? If so, please provide detail: **Must be eligible to use State and Federal criminal justice information network systems (APSIN, NCIC, and NLETS). Disqualifiers include: any felony convictions, some misdemeanor convictions and two or more misdemeanor convictions of any type. Must obtain and retain eligibility for access to criminal justice information network systems for duration of employment. Department provides on the job training for these systems. Applicant will undergo a thorough criminal history investigation, including being fingerprinted. As a condition of employment, the person selected will be required to successfully complete a drug test prior to beginning work.**

Is there any training, certification(s), or standards required for this position after he/she has been hired which an employee must pass to retain this position? If so, please provide detail: **The above eligibility requirements must be reviewed every two years during re-certification process. All required certifications and licenses must remain current for the duration of employment.**

WORKING CONDITIONS

Are there particular working conditions associated with this position which should be noted(i.e., working environment, hours of work, travel, work space, inclement weather, etc.)? Yes X No ___ If yes, please explain: **Employees are required to work rotating shifts to provide 24 hour phone coverage. Emergency or non-traditional work hours may be necessary: this may include overtime hours, any combination of shifts within the work week and unscheduled callouts. Firearms are present in the environment, and handling, but not operating, a gun may be necessary. Breaks may be delayed during busy times. May not leave work area without coverage. Work environment may be stressful at times. Employees may be required to perform duties associated with in processing of inmates. These duties may expose employees to violent and volatile inmates, bloodborne pathogens, TB, HIV, Hepatitis and other contagious diseases or parasites**

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Check physical demands that apply.

Describe job responsibilities which require physical demands checked.

1. Strength				
a. Standing	X	25% of time		Assisting the public and filing. Assisting the public and filing. Monitoring telephones and radio, using computer.
Walking	X	15% of time		
Sitting	X	60% of time		
b. Lifting	X	10lbs.		Minimal lifting, manuals, files, etc. Minimal carrying of manuals, files, etc.
Carrying	X	10lbs.		
Pushing	o	lbs.		
Pulling	o	lbs.		
2. Climbing	o			
Balancing	o			
3. Reaching	o			
Handling	o			
4. Stooping	o			
Kneeling	o			
Crouching	o			
Crawling	o			
5. Speaking	X			Must answer 911, telephone and radio traffic. Gathering and disseminating information.
Hearing	X			
6. Seeing	X			Use of all office equipment. Monitor activity within work area, booking room, and view security system.
Depth Perception	o			
Color Vision	o			

HISTORY SUMMARY

- 11-2002 Included probationary period on page 1. Removed "Department Head" and Replaced with "Director" approval on page 1. Included current drug testing and certifications and licenses must remain current language. Removed percentages from job responsibilities on page 2. Included high school graduation or GED to education requirements. Included emergency or non-traditional hours language.
- 11-2002 Minor formatting changes to JD form. Removed "incumbent." Included Supervision exercised and supervision received. Expanded position responsibilities, added detail to confidential information and City funds questions. Added firearms language in working conditions section. Added job responsibility to physical demands section.
- 05-2005 Bi-annual review and update.
- 06-2006 Minor grammatical and formatting revisions.
- 06-2008 Changed language regarding supervision to reflect change in department command structure i.e. elimination of Lieutenant Position and the absorption of that position's supervisory duties by the Police First Sergeant.
- 02-2012 Changed language regarding supervision to reflect change in Department command structure i.e. elimination of Lead Communication Officer position and assumption of duties by Communications Sergeant, elimination of First Sergeant position and assumption of duties by Deputy Chief. Added language to reflect use of English, grammar and spelling, ability to create business correspondence and communication with co-workers and customers. Included minimum typing speed of 40 words per minute as required skill. Provided detail of communication for important factors. Added language to explain disqualifiers for criminal justice information network systems. Included language describing requirements to work overtime, different shifts and callouts. Added language in working conditions to reflect occasional contact with prisoners.