

COMMUNICATIONS SERVICES OFFICERDEFINITION

Under general supervision, assists callers with requests for police services and assistance and relays information for further action via manual and automated systems.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Answers emergency and non-emergency telephone calls for service from the public and operates the 911 consoles. Relays call information to police services dispatchers and other appropriate personnel via manual and automated systems. Takes crime and information reports over the telephone and in person and writes complete and concise police reports. Keeps records and logs of communications activities and maintains special files, lists, and maps. Operates computer terminals and related office equipment. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs communications work in emergency and non-emergency situations, frequently under stress. This class is distinguished from that of Police Services Dispatcher in that the CSO is not responsible for the dispatching of personnel and equipment. The CSO is distinguished from Police Service Officer in that most of the work of the CSO is performed over the telephone, rather than over the counter or out in the field.

RECOMMENDED MINIMUM QUALIFICATIONS

Graduation from high school or G.E.D. equivalent may be used in combination with experience to provide the knowledge, skills and abilities listed below.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the principles, practices, and procedures involved in writing complete and concise police reports; basic criminal law and procedures; the organization and operation of a municipal police department and of the community services provided by other public and private agencies; departmental rules, regulations, policies and procedures relevant to the classification.

Ability to: type 25 words per minute; operate telephone receiving and transmitting equipment; operate a computer terminal and other office equipment; speak clearly in a well modulated voice using good diction; work under stress and exercise sound judgment in emergency situations; adjust quickly to changing circumstances; keep records and prepare reports; hear accurately; read effectively and write legibly, using correct grammar and spelling; establish and maintain effective working relations with other employees and the public.

Special Requirement: Must be willing and able to work rotating shifts, nights, weekends and holidays.

CHARACTERISTICS OF A SUCCESSFUL PERFORMER

Communications Services Officers enjoy working with a wide variety of people and are polite, patient and tactful. They are able to effectively understand and convey various types of information over the telephone, in person and in writing. Successful incumbents are logical, level headed and able to react appropriately and quickly in crisis and routine situations.

Class title established per Council Resolution No. 96-030,
effective 7-1-96

Reviewed: 01/03, 08/08

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