



CLASS SPECIFICATION

Class Code: 2209
Date Est: 07/1975
Last Rev: 07/2017
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

COMMUNICATIONS SPECIALIST TRAINEE

DEFINITION

Under immediate supervision, performs duties involved in the operation of the emergency services systems and various communication devices; receives, routes, relays and dispatches calls for emergency and non-emergency law enforcement and other services; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Six months of full-time clerical experience, preferably in a law enforcement environment; OR an equivalent combination of related training and experience.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain within six months of employment, current certification on the NCIC/CJIS criminal history information systems.

Emergency Medical Dispatch (MPDS) and CPR certification required within one year of appointment.

Must pass a data entry test at 12,000 KPH (keystrokes per hour) with 95% accuracy.

DISTINGUISHING CHARACTERISTICS

This is the entry and training level in the Communications Specialist classification series that provides for progression to the next level in the series upon meeting the requirements of the class and recommendation of the appointing authority. This position usually performs most of the duties required of a Communications Specialist, but is not expected to function at the same skill level, and usually exercises less independent discretion and judgment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive, screen and take appropriate action on all emergency service calls including 911 calls from the public requesting law enforcement; fire and EMS; determine nature and location of emergency; determine priority; dispatch emergency units as necessary and in accordance with established procedures; transfer calls to appropriate agency as necessary.

Maintain contact via radio dispatch with all units on assignment and fire department resources; conduct welfare checks on deputies to maintain status and location of all mobile field units and to monitor deputy safety; provide information and assistance to units at on-scene locations when requested.

Transfer calls for service i.e. medical emergencies, burglary calls, fights, Search and Rescue, structure/wild land fires and other life threatening emergencies to appropriate field units with the use of the Computer Aided Dispatch (CAD) and radio systems.

Follow Emergency Medical Dispatching (EMD) national standards and protocols in determining a caller's level of distress to giving correct medical pre-arrival instructions, while dispatching the correct Advanced Life Support units to the caller's location while maintaining the national standard of accuracy.

Interact and maintain knowledge in state and local laws pertaining to: Native American Reservation laws and procedures; domestic animal county regulations; state laws governing wild animals; animal health issues; disease control and monitoring animal noise ordinances.

Read and interpret fire weather condition to disseminate the information to fire resources to assist in advanced fire planning, and dispatch fire resources to incidents based on set national standards.

Research and transmit information from various databases for information on victims, witnesses, and suspects including vehicle license registration, driver's license record checks, stolen vehicle checks, wanted persons, suspect identification, criminal history and other pertinent information.

Place calls for additional units from other agencies for various mutual aid agreements including specialized fire resources, wreckers, coroners, and registered owners of vehicles involved in accidents based upon incident type, location and need.

Use telecommunications systems, radio and digitalized paging system, to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies and specialized law enforcement teams (SWAT, MAIT, RAVEN, SAR); provide assistance to other police agencies as requested.

Maintain a variety of automated and manual logs, records, files and indexes pertaining to emergency and dispatching activities.

Enter, translate, retrieve, update and disseminate information from interstate and intrastate teletype networks; locate warrants served on NCIC; clear local warrants from CJIS; update new information on computer systems including missing persons, stolen articles, guns and other pertinent information; broadcast all-points bulletins.

Attend and participate in meetings, training and information sessions; stay abreast of new trends and innovations in the field of communications technology and emergency dispatch services.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies and procedures.

Terms and acronyms commonly used in assigned position.

Laws, rules and regulations that apply to the different law enforcement units.

Operating characteristics of the NCIC and CJIS systems.

Operating characteristics of communications equipment and tools used in the area of emergency dispatch including TDD, radio scanner, intercom system, multi-channel radio system, dictaphone recorder and 911 system.

EMD and Fire Departmental standards, policies and procedures mandated by North Lake Tahoe Fire Protection District (NLTFPD).

Streets, businesses, hiking and ski areas, boundaries, districts, geography and zones that represent geographical areas of responsibility.

Resources and agencies available for referral.

Skill to:

Operate emergency dispatch equipment including TDD, radio scanner, intercom system, multi-channel radio system, dictaphone recorder, teletype and 911 system.

Ability to:

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Interpret and apply pertinent laws, codes and regulations including administrative and departmental policies and procedures.

Respond to requests and inquiries from the public and County personnel related to the policies and procedures of assigned function.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Modern office practices, methods and computer equipment.

Techniques and methods of record keeping and reporting.

Numerical, alphabetical and subject matter filing systems.

Principles and techniques used in dealing with the public.

Basic mathematical principles.

English usage, spelling, vocabulary, grammar and punctuation.

Skill to:

Operate computer equipment and FAX machines.

Enter data at 12,000 KPH (keystrokes per hour) with 95% accuracy.

Ability to:

Read and interpret street and geographical maps.

Receive, prioritize and transmit a large volume of radio, telephone and teletype transmissions; properly, rapidly, efficiently and effectively.

Speak clearly and distinctly in a well-modulated voice.

Maintain confidentiality of data and information.

Understand and follow oral and written instructions.

Analyze situations carefully, make quick and sound decisions and adopt effective courses of action in both routine and non-routine situations.

Interact effectively and sensitively with individuals from diverse backgrounds; effectively communicate with and elicit information from upset and irate citizens.

Communicate effectively, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Must be willing to work shift work. Must be willing to work weekends and holidays. Must complete and submit a personal history statement and pass an extensive background investigation. Must be willing to submit a set of fingerprints. Must pass a drug test. Must pass a Computerized Voice Stress Analysis (CVSA) examination. Must be able to work in a restricted area with little opportunity to move around. Must pass an audio/hearing test. Ability to work in a standard office environment with the ability to sit for long periods of time. Ability to remain calm in emergency situations.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.