

# SLIDELL POLICE DEPARTMENT

## Job Description

<b>Classification Title: Communications Officer III</b>	<b>Pay Grade: 8</b>
<b>Department: Police</b>	<b>Effective Date: November 4, 2015</b>
<b>Approved By: Chief Howard and Civil Service Director</b>	<b>Revision Date: October 26, 2015</b>

### General Purpose:

The Communications Officer performs telecommunications skills for the Slidell Police Department 24 hours a day, 365 days a year. The duties of the Communications Officer are to provide the City and its citizens the first response to emergency situations and a lifeline to supporting personnel in the department in their daily duties and high risk situations.

### Job Functions:

1. Responsible for receiving 911 requests for police, fire and emergency medical requests by telephone.
2. The ability to speak to persons of various backgrounds, when receiving calls, in a clear, calm, respectful manner and interpret the requests communicated orally.
3. After receipt of a call, must determine the nature and location of the call and prioritize the necessary response, taking into consideration other calls coming in.
4. Determine if a call is a police response, the severity of the call and how many police units must respond.
5. Operate and monitor a communications console having multiple radio frequencies, paging encoders, cross-patch phone capabilities, 911 phones and displays, Computer Aided Dispatch System (CAD) terminal, and the National Crime Information Center (NCIC).
6. Read, interpret and communicate directions from street maps in order to assist police officers and the public when asked.
7. Perform a task while numerous other distractions are present and/or when other conditions may cause interruptions, such as taking a phone call while monitoring the radios.
8. Listen and be aware of background sounds when a call is received that may be relevant to the complaint being called in, and relay important information to the officer(s) dispatched.
9. Fill out dispatch paper logs, by hand or CAD computer, necessitating action by field units, and provide all information necessary for proper recordkeeping.
10. Speak over police radio to officers dispatching to scenes and relay information.
11. Broadcast all requests for police assistance, pickup, instructions, information, relay messages, All Points Bulletin's (APB), Be on Look Out For (BOLO), and/or advise other agencies as required.

12. Keep track of the status and location of police officers and vehicles at all times.
13. Forward in-coming non-emergency requests to proper agency or department.
14. Perform other duties upon request.
15. Maintain logs and schedules as needed.
16. Maintain confidentiality of all information received in accordance with the law and the City of Slidell Police Department regulations.
17. Be on duty in times of emergency, such as an unusual occurrence, civil disturbance, or natural or manmade disaster.

### **DESIRED MINIMUM QUALIFICATION**

#### **Education and Experience:**

1. High School Diploma or General Equivalency Development (GED) certificate.
2. Successfully type 30 words per minute or higher. Testing is conducted by City of Slidell Civil Service Department.
3. Successfully pass Criti-call test conducted by City of Slidell Civil Service Department.

#### **General Requirements:**

1. Must be 18 years or older at the time of employment.
2. Must not have any felony convictions or disqualifying criminal history.
3. Must be a U.S. citizen.
4. Must be able to read and write the English language.
5. Must be of good moral character and of temperate and industrious habits.
6. Must have a valid drivers' license without record of suspension or revocation in any state.

#### **Special Requirements:**

1. Must maintain a "Meets Acceptable Level" or above on his/her evaluations or may be terminated by the Chief of Police.

**Physical Demands:**

The physical demands described here are representative of those that must be met by a Communications Officer III to successfully perform the essential functions of this position. Individual must meet City of Slidell Police Department standards for initial hire.

1. In the performance of the employee’s duties, the employee is frequently required to sit for long periods of time, speak frequently and be able to hear those persons calling in for assistance. May pull, push, stoop, or kneel when placing or retrieving information from a file cabinet.
2. Vision abilities include reading computers and maps and able to adjust focus.
3. Ability to use hands to type, handle or operate controls, and the ability to reach with hands and arms.
4. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Work Environment:**

The work area is located in the Communications Center, which is a closed and secure area of the Slidell Police Department. Only those persons working in the area or personnel who may need information may enter this area. The area contains several dispatch consoles and computer equipment and is made to facilitate the needs of Communications Officers in their daily routines. The noise level is light to moderate.


**Selection Guidelines:**

**Formal Testing is conducted by the City of Slidell Civil Service Department. An oral interview will be conducted by the Chief of Police or his/her designee.**

**The duties listed above are only an example of various types of work that may be performed. Omission of specific statements of duties does not exclude them from the Communications Officer III performing his or her duties of work either similar, related to, or a logical assignment to the position.**

**This job description is not an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

Approvals:

  
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Chief of Police

  
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Civil Service Director