

COMMUNICATIONS OFFICER

Police Department

NATURE OF WORK:

This is a skilled position serving as the first link the public and responders have to access the public safety network for both emergent and non-emergent situations. The Communications Officer works with considerable independence, but supervision is available from an immediate Patrol Supervisor for complex assignments and during emergency situations. The Communications Officer must be able to gather essential information from callers and dispatch the appropriate first responders to the scene for control of critical situations. The position requires the Communications Officer to be organized, adept at multi-tasking, level-headed and trustworthy.

ESSENTIAL JOB FUNCTIONS:

- Receive and respond to a variety of emergency and non-emergency services and complaints via telephone, NG 911 and window walk up.
- Determine and assign the priority level of the call and enter the data into a computer-aided dispatch system.
- Ask questions to interpret, analyze and anticipate the caller's situation to resolve problems, provide information, dispatch emergency services and/or refer callers to other agencies.
- Identify appropriate number and type of equipment or apparatus to dispatch.
- Monitor and operate radio console and computer equipment.
- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired.
- Ask vital questions and provide pre-arrival instructions.
- Dispatch and coordinate the responses of public safety agencies.
- Enters and modifies information into local, state and national computer databases.
- Monitor and respond to a variety of technical systems and alarms.

KNOWLEDGE AND SKILLS:

- Department policies and procedures to include law, fire and EMS services as well as all related emergency communications and disaster / special response plans.
- Ability to provide excellent customer service.
- Transmits and receives radio calls between a central communications center and police, fire and ambulance units in the field.
- Knowledge of telecommunications systems, which includes transmission, broadcasting, and switching systems, and computerized databases, including teletype operations and procedures. Must understand basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services, fire services and law enforcement agencies.
- Must understand jurisdictional boundaries, landmarks, public buildings and waterways.
- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors.

- The ability to use logic and reasoning to reach conclusions and approaches to problems.
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters.
- The ability to think quickly.
- The ability to work under stressful situations and maintain composure during extremely demanding periods.
- The ability actively listen and communicate effectively through clear speech and hearing.
- The ability to follow instructions.
- The ability to write clearly and spell correctly.
- The ability to establish priorities and disseminate information accurately and expeditiously.

REQUIREMENTS FOR EMPLOYMENT:

- Must obtain State of Maine Emergency Medical Dispatch Licensing.
- Employees must be at least 18 years old and possess a high school diploma or equivalent. Must not have any felony convictions.
- Must be able to obtain Emergency Fire Dispatch Certification, as well as EMD.
- Must possess a hearing level adequate to perform all of the above duties.
- Accurate depth perception, as well as near/far vision of 20/40, uncorrected or corrected. Ability to accurately transfer information received without transposition of figures or letters.
- Candidates for these positions must also expect to undergo a background investigation that meets all local, state and federal requirements, as well as a polygraph examination, drug screen, and physical examination, which may include both a vision and hearing test.