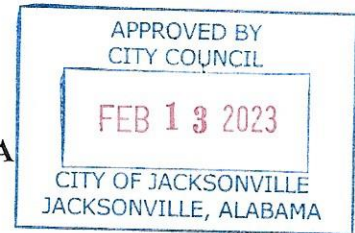


JOB DESCRIPTION
CITY OF JACKSONVILLE, ALABAMA
POLICE DEPARTMENT



PUBLIC SAFETY COMMUNICATIONS OFFICER

RANGE: 12

CODE: 816

Non-Exempt

The City of Jacksonville is an Equal Opportunity Employer

JOB DEFINITION

This is skilled responsible communications and clerical work in receiving and transmitting messages via radio, telephone, and computer. Employees in this class operate communications equipment including voice and data transmission equipment and mobile data information systems and computer assisted dispatch. The work requires employees to be eligible to work shift-type assignments. The work is performed with considerable independence after completion of training and employees must make decisions concerning prioritization of emergency calls without immediate recourse to a supervisor. The work may include duties involving supervising or overseeing inmates and aspects of jail operations but not as a major duty. The work is evaluated by discussions and through reviews of the responses, discussions and the accuracy of the work and the overall support and response to the public and officers.

ESSENTIAL FUNCTIONS

All duties listed may not be found in each position, nor does the list include all tasks, which may be assigned to positions in this class.

- Receive various calls, reports and requests by telephone, radio and computer terminal; notify a law enforcement, fire and EMS vehicles or other special services vehicle, giving location and occurrence description of calls of service; dispatch the proper public safety service; make inquiries and transmissions of data using electronic video displays; specifically through the 800 Mgh radio system, Computer Aided Dispatch (CAD) and Mobile Data Information System (MDIS).
- Relay radio messages for mutual assistance.
- Access and give information as to the registered owner of motor vehicle on basis of license number furnished; maintain street index and incident index.
- Notify the shift supervisor of emergency situations; keep supervisor notified of major field problems and conditions at the jail; monitor Closed Caption Television Camera System (CCTV) cameras in the jail and public safety headquarters.
- Answer routine non-technical questions and refer other questions to proper persons; perform routine clerical work; interest with the public at the police information window.
- A person with a disability that is covered by the Americans with Disabilities Act (ADA) must be able to perform the essential functions of the job unaided or with the assistance of reasonable accommodations
- Perform other duties as assigned; receive and receipt fines and cash bonds; maintain accurate and complete dispatch records.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the geography of the area serviced by the Public Safety Department.
- Knowledge of the streets, roads, and highways in the area serviced by the Public Safety Department.
- Knowledge of the roads and highways in Calhoun County.
- Knowledge of office procedures and practices.
- Knowledge of the practices and procedures of police communications by standard police radio, Computer Aided Dispatch (CAD), Mobile Data Information System (MDIS), computer and telephone switchboard.
- Skilled in operating telephone, radio and computer equipment in receiving and transmitting calls.
- Skilled in the operation of Emergency Management Agency (EMA) 800 MHZ radio equipment and in receiving and transmitting calls.
- Ability to act quickly and calmly in emergency situations.
- Ability to communicate effectively with supervisors, the general public and fellow employees.
- Ability to learn communications terminology.
- Ability to become proficient in keyboarding and computer operations.
- Ability to complete and maintain efficient records.

QUALIFICATIONS

- High School Diploma or equivalent.
- Experience in general clerical and communications work.
- Some experience in public safety communications work preferred.
- Must be certified in Alabama Criminal Justice Information Center (ACJIC) computer terminal operations prior to hiring or within the employee probation period.
- Must possess a valid driver's license and a driving record suitable for insurability.
- Ability to pass a background investigation.