

CITY OF MILTON-FREEWATER

JOB DESCRIPTION

POSITION TITLE: EMERGENCY COMMUNICATIONS SPECIALIST
POSITION STATUS: NON-EXEMPT
BARGAINING UNIT: POLICE ASSOCIATION
REPORTS TO: SERGEANT AND/OR POLICE CHIEF

GENERAL STATEMENT OF DUTIES:

Operates radio, telephone and teletype equipment in dispatching police, fire, public and private utilities, medical and other health and safety personnel in answer to requests for services; forms a variety of complex clerical duties involving the transcribing, compilation and submission of reports, bookkeeping and cashing; does related work as required.

SUPERVISION RECEIVED:

Works under daily supervision of Sergeant and full supervision of the Police Chief.

SUPERVISION EXERCISED:

Supervision is not a responsibility of this classification.

TYPICAL EXAMPLES OF WORK:

1. Operates radio-telephone equipment, dispatching city patrol cars in answer to telephone calls and other requests for police and/or emergency assistance.
2. Receives fire alarm calls, dispatches fire crews, directs personnel and equipment to location of fire.
3. Works with public taking complaints and assisting with information.
4. Types complaints, arrest, and suspect reports, daily reports, correspondence, and other reports; performs data entry into local, state and federal computer systems.
5. Records citations and complaints and assembles in files.
6. Operates teletype (messages, checks on vehicle and driver's licenses, checks for stolen items, warrants, sorts and posts incoming messages, enters stolen articles.
7. Balances cash receipts; performs other duties as assigned.

DESIRABLE QUALIFICATIONS FOR EMPLOYMENT

KNOWLEDGE, SKILL AND ABILITY:

Reasonable knowledge of modern office administration and clerical practices and procedures. Reasonable knowledge of business English, spelling, punctuation and arithmetic; skill in typing, basic knowledge of computers. Ability to understand oral and written instructions and to act upon them accordingly. Be capable in the operation of radio dispatching and teletype equipment. Ability to speak clearly in a well-modulated voice and to use good diction. Ability to act effectively and calmly in emergency situations. Ability to develop a knowledge of a considerable range of procedures, techniques, laws and ordinances. Ability to establish and maintain harmonious working relationships with other agencies, officials, other employees and to deal firmly but courteously with the public. Physical ability to sit for reasonable periods of time while dispatching, answering phones, etc., during regular shifts.

EXPERIENCE AND TRAINING:

Graduation from high school or the equivalent GED certificate. Ability to type and perform data entry duties.