



Public Communication Officer-Dispatch

Class Code:
PCO-Dispatch
Full time

Bargaining Unit: Police
City of Prineville

Approved By: 
Dale Cummins, Chief

SALARY RANGE According to current wage scale

SUMMARY:

This position performs radio dispatching, law enforcement call taking, and 911 call taking in accordance with department policies and procedures.

SUPERVISION RECEIVED:

Work is normally performed under the direct supervision of the Communication Director or assigned shift supervisor who directs activity and reviews work for conformance with departmental policies, procedures, rules and regulations. In the absence of a communications supervisor, the Captain or any departmental Administrator will exercise limited supervision of the communication officer.

SUPERVISORY RESPONSIBILITIES:

Unless specifically assigned by the Chief or Communication Director, supervision of other personnel is not a normal responsibility.

FUNCTIONS, DUTIES AND RESPONSIBILITIES:

Receives and sends radio/telephone communications related to police/fire/ems activity in accordance with departmental procedures.

Operates LEDS in compliance with LEDS Policy.

Maintains current status of dispatch records by making appropriate additions, deletions or corrections in a timely manner and in accordance with currently approved practices.

Generates reports, forms, computer files information, etc., as necessary to further the mission of the department.

Assists Law Enforcement and Fire and Rescue by responding to their requests to make critical telephone calls; cause local, state and national records to be checked on persons, vehicles and other property; obtain other types of information for them from a variety of sources; other kinds of duty related assistance as requested.

Assists the public by answering inquiries regarding directions, laws, and ordinances, road conditions, etc.; furnish various types of dispatch related citizen report forms; direct citizens to the appropriate agencies to provide additional assistance.

Maintains adequate inventory of office supplies and other dispatch items necessary to operate a functioning dispatch center.

Performs other duties as necessary for proper functioning of the department.

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

Must have the ability for clear oral and written communications.

Must be computer literate.

Must accurately touch-type 42 wpm.

Works well with others in a spirit of cooperation and teamwork.

Ability to deal with confidential information and/or issues using discretion and good judgment.

Skill in establishing and maintaining good working relationships with other City employees, the City Council, the media and the general public.

Ability to make reasonable and sound decisions in stressful situations.

Special Requirements/Licenses:

Possess a valid Oregon driver's license with acceptable driving record. (Or the ability to obtain a valid Oregon driver's license within two weeks of hire.)

Must pass state mandated requirements for Telecommunicators/EMD within 12 months of appointment.

Education/Experience Required

Possess a high school diploma or GED certificate. Must be at least 18 years of age and be a US citizen or be able to obtain citizenship within 12 months after date of appointment.

Physical Demands:

Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision and the ability to adjust focus.

Tools and Equipment Used:

Computer, including word processing, data base, Internet, and spreadsheet programs; telephone system, copy machine, fax machine.

Work Environment:

While performing the duties of this job, the employee frequently sits for long periods of time.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

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