

FLSA STATUS	Non-Exempt	CIVIL SERVICE	Yes
UNION	Police	TELECOMMUTE ELIGIBLE	No
DEPARTMENT	Police Department – Service Division	DEPARTMENT NUMBER	111
REPORTS TO (TITLE)	Dispatch/Records Supervisor	JOB FAMILY	Public Safety Communications
PAY GRADE	Communication Specialist	DATE OF LAST REVIEW	November 2023

**NATURE OF WORK**

The 911 Communications Specialist is a civilian position and is responsible for receiving, interpreting, and processing incoming calls for police, fire and EMS services, discerning between emergency and non-emergency situations based on established procedures and training. Additional responsibilities include efficiently and accurately relaying information and dispatching police, fire and EMS units using various communication tools during their assigned shift. This position also receives functional supervision from the on-duty patrol supervisor.

**DUTIES / RESPONSIBILITIES** *(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)*

1. Answers 911 and admin calls;
2. Operates specialized computer equipment and software related to 911 dispatching;
3. Dispatches police, fire and EMS units in response to emergency and non-emergency complaints and calls-for-service;
4. Enters and ensures accuracy of warrants, protective orders, missing person entries, stolen item entries, and tickets;
5. Monitors city video surveillance when a crime is reported or during downtime to ensure safety;
6. Monitors weather channels and national weather service information to determine if a tornado siren should be activated and operates the Tornado Warning System when needed;
7. Trains new communications specialist;
8. Monitors systems and equipment for failure or errors.

**FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to the Records department may additionally be responsible for:

- Create and maintain police records, reports, logs, case files and other departmental document and materials
- Maintain the Department’s warrant system, including research and recall; track and maintain documentation on attempts to serve; access information from the computerized warrant system; send warrants to other agencies upon request; enter information into IOWA/NCIC system
- Receives, processes and receives payment for requests for police, crash and arrest reports, background checks and public information requests in a timely manner

**SUPERVISORY RESPONSIBILITIES**

Does not officially supervise other employees

**TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS**

High school diploma or G.E.D.;  
Experience dealing with the public in some form of a stressful situation.

**LICENSING / SPECIAL REQUIREMENTS**

State of Iowa Dept of Public Safety Iowa Online Warrants and Articles and National Crime Information Center certification

- Required within 6 months of appointment

State of Iowa Law Enforcement Academy 40-hour basic tele-communicator school

- Required within 12 months of appointment

**SKILL / ABILITIES REQUIREMENTS**

- Ability to speak clearly and concisely;
- Ability to operate telecommunications equipment;
- Ability to make effective decisions in highly stressful situations;
- Ability to exercise independent judgment and initiative;
- Ability to learn and maintain knowledge of the geography of the Department's service area;
- Ability to understand and carry out oral and written instructions;
- Knowledge of the general principles of computer system operation;
- Ability to accurately and rapidly enter computer data;
- Ability to greet the public courteously to obtain information, give information, or to make understandable explanations of regulations;
- Ability to perform multiple tasks concurrently;
- Ability to prioritize activities and/or assignments;
- Knowledge of criminal justice information systems (NCIC, NLETS, etc.) rules, regulations, and requirements;
- Knowledge of Departmental policies, procedures, rules, regulations, and General Orders;
- Knowledge of FCC radio transmission rules and regulations.

**PHYSICAL REQUIREMENTS**

Positions in this class typically require: reaching, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

**WORKING ENVIRONMENT / CONDITIONS**

The working environment / conditions for this position may include:

- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)

POSITION ASSESSMENTS
CritiCall Assessments
Interview

CLASSIFICATION HISTORY	
DATE	COMMENT
August 2023	Draft prepared by AS
November 2023	Updated per PDQ by BC
EEOC	
<i>The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.</i>	

ACKNOWLEDGEMENT	
I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.	
Date	Signature

**NOTE**

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.