



# **City of Phoenix**

## **POLICE COMMUNICATIONS OPERATOR**

**JOB CODE 01830**

Effective Date: Rev. 06/12

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to receive, evaluate, and process all 9-1-1 calls for police, fire, and medical assistance; or, to operate base radio equipment for dispatching police units on police related incidents. Depending on the assignment, incumbents may operate a multi-button telephone system, base radios, computer terminals, and teletype equipment to receive, evaluate, and transmit information that frequently involves emergency situations affecting human welfare and safety. Work involves evaluating incoming calls, dispatching field units, and transmitting information and messages upon request and/or according to established procedures. Employees are expected to demonstrate extensive communications skills and to exercise judgment under pressure. Work is performed under the general direction of a Police Communications Supervisor. Some positions require shift, holiday, and weekend work.

### **ESSENTIAL FUNCTIONS:**

#### **9-1-1/Crime Stop**

- Questions callers to determine their locations and nature of their problems to determine the type of response needed;
- Appeases and extracts information from citizens under stress;
- Reads/Interprets maps for the public, field personnel, and other law enforcement/criminal justice agencies in order to assist in locating geographical areas and various mapping systems;
- Interprets telephone or radio call and whether a police officer should be dispatched to the scene locations from maps by applying knowledge of streets, highway systems, and geography in order to provide appropriate and timely assistance;
- Notifies Fire Department of medical emergencies such as attempted suicides, drownings, serious injury accidents, etc.;
- Logs information received and/or transmitted;
- Uses computer terminals to input, update query information, send teletypes, and communication via TTY as needed;
- Verifies warrants and interprets data returned to the terminal;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.



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### **Radio Dispatch**

- Dispatches calls to proper emergency/police units on the main police channel, police information channel, or the major incident restricted channel and enters appropriate information into a computer aided dispatch system;
- Receives coded information requesting Police investigation from the 9-1-1 Section and dispatches to responsible field unit;
- Operates base radio and maintains constant radio contact with mobile units on assigned frequency;
- Prioritizes calls, monitors channels during critical incidents, determines appropriate officers to respond, and dispatches information to appropriate personnel;
- Simultaneously maintains close contact with field units, communicating with Department employees, other law enforcement/criminal justice agencies, emergency service providers, and the general public to obtain and disseminate information;
- Maintains constant awareness of the status of mobile units and updates this information as it changes;
- Uses computer terminals to input, update query information, and send teletypes as needed;
- Receives radio calls from field units and transmits messages via radio or telephone;
- Monitors and dispatches alarms received at the alarm board;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **Required Knowledge, Skills and Abilities:**

#### **Knowledge of:**

- State statutes relating to criminal codes and traffic liquor laws, Police Department Operations Orders, Phoenix City Codes, Civil Law, Community Service Programs, and emergency procedures.
- Departmental policies, procedures, and general orders.
- Community resources available to citizen callers.
- Computer keyboard and C.A.D. system command codes.
- Radio, telephone, and computer equipment in the Communications areas.

Skill in:



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- Communicating clearly, concisely, and effectively, both orally and in writing. Effective decision making/problem solving based on a limited amount of information in crisis/emergency situations.
- Recognizing and monitoring communications equipment problems and notifying appropriate personnel for repair.
- Spelling, grammar, and punctuation are required to compose and proofread computer entries and other written documents.
- Computer/Keyboard devices to retrieve and/or enter information.

### Ability to:

- Speak with a clear, well-modulated voice in English by phone and radio dispatching equipment while tactfully communicating with highly emotional callers. Maintain emotional control, remember details, and work effectively during emergencies, crisis situations, heavy workloads, or extremely stressful conditions.
- Operate communications equipment quickly and accurately.
- Operate computer-aided dispatch equipment.
- Operate a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions.
- Operate a variety of standard office equipment.
- Comprehend and make inferences from material written in the English language and learn job-related material primarily through oral instruction, observation, and structured lecture.
- Accurately understand various transmissions from the telephone, radio, etc., and transcribe information, e.g., numbers, letters, names, and facts, from one source to another in a timely manner.
- Enter data or information into a computer terminal, TTY, or other device.
- Multi-task, organize, prioritize, and adapt to constantly changing situations while effectively take appropriate action.
- Work cooperatively with citizens, co-workers, sworn personnel, and other city and agency employees.
- Learn geographic areas including operating districts and their associated Police problems.
- Remain calm and exercise judgment in making decisions in emergency situations under heavy workloads.
- Determine priorities of emergencies.
- Perform detailed work with a high degree of accuracy during stressful situations.
- Work safely without presenting a direct threat to self or others.
- Remain in a sitting position for extended periods of time.
- Work in a 24-hour/7-day a week emergency dispatcher center operation setting. Work holidays, weekends, irregular hours, and shift work with the possible extension of shift hours, at times with short notice..



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### **Additional Requirements:**

- Must be able to successfully complete the Police Communications Operator Training Course.
- Appointments to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

One year of experience in public contact and clerical work including experience in general typing. Other combinations of experience and education that meet the minimum requirements may be substituted.