

## CLIFTON POLICE COMMUNICATIONS OPERATOR

Part-Time and Full-Time Positions.

This position requires 10-12 weeks of training on different shift schedules. Under direct supervision during the training period, and under limited supervision thereafter, this position is responsible for simultaneously operating a multi-channel radio console and a multi-line telephone, while maintaining computer-aided dispatch systems and other computer systems. Responsible for receiving, coordinating, and disseminating critical information from various sources and maintaining radio contact with mobile/field units to monitor response, progress, and any needed support.

You must be able to pass the training period.

You must pass a 1-year probationary period.

**DISTINGUISHED FEATURES:** This is skilled work in the police communications daily operations for the police department, fire department, and town government.

Employees of this class are responsible for officers' safety while relaying accurate and complete information quickly between officers, citizens, and other agencies via radio and telephone. Must be able to work under stressful conditions, and have good written and verbal communication skills.

**EXAMPLES OF WORK PERFORMED:** (Any one position may include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.) Other delegated responsibilities may be issued to employees by the Communications Supervisor.

- Maintain correct status for all on-duty officers, fire, and other first responders employed by the Town of Clifton
- Answer all emergency telephone lines promptly
- Gather basic information and prioritize all calls.
- Relay call information to correct on-duty officers or on-call units.
- Direct callers to appropriate divisions for inquiries, such as the records unit, animal control unit, or other outside agencies.
- Be trainable in jurisdictional areas and direct call traffic to appropriate law enforcement jurisdictions.
- Access and relay information from various computer data sources, maintain CAD records, maintain dispatch log, and safeguard information dissemination from unauthorized persons.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to type 40 words per minute with at least 95% accuracy.
- Ability to operate communications equipment.
- Ability to be trained in communications equipment.
- Ability to be trained in communication operations.

- Ability to understand and carry out oral and written instructions and to work independently in the performance of regular working duties.
- Ability to accept and apply constructive criticism and critiques.
- Ability to establish, develop, and maintain courteous and effective working relationships.
- Ability to maintain professionalism while talking to the public and other agencies.
- Ability to have a flexible schedule in order to cover 24 hours/7 day a week communications center for call-offs, holidays, vacation leaves, etc.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D. equivalent
- Must be 18 years or older
- You must obtain a Level A Arizona Criminal Justice Information System certification within 6 months of hire and maintain that certification throughout the duration of your employment.
- Must pass a DPS fingerprint background check.
- 1 year of office experience or customer service experience preferred.

SALARY GRADE:    Grade 9