

**CLASSIFICATION:** POLICE COMMUNICATIONS SPECIALIST I

**Class Code:** 6989-15

**Date Established:** 01-29-74

**Occupational Code:** 9-5-2

**Date of Last Revision:** 06-24-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To receive and transmit messages via two-way radio, telephone and other communications equipment nationwide, dispatch enforcement and emergency field personnel, process emergency reports, and direct calls appropriately via computerized systems.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Maintains knowledge of multiple troop stations, patrol areas, geographic make-up of towns, bodies of water, hiking trails and ranges throughout the state.
- Prioritizes and communicates information in order to aid the trooper response in assessing the call/scene, safety and needs prior to arrival.
- Receives training and supervision as needed in the use of various communication and data systems for receiving/transmitting messages, and monitors alerts, changes, and updates of information.
- Operates complex computer and telecommunications systems to transmit enforcement and emergency information to a variety of state and municipal agencies. Radios assignment of law enforcement personnel to proper locations during police emergencies; alerts and coordinates other emergency personnel and arranges for necessary equipment resources.
- Operates video and audio perimeter surveillance systems to screen access to secured facilities.
- Enters, reviews, updates and removes data from national crime information database(s) for missing persons, wanted persons, domestic violence petitions, criminal bail orders, and missing property; adheres to federal guidelines.
- Completes reports including documentation of towed vehicles, emergency responses, and traffic records and maintains and organizes a daily log.
- Assists with reviewing call logs and reports after critical incidents such as high speed pursuits, shooting events, major traffic accidents, and riots, and takes part in incident debriefings.
- Adheres to policies and standard operating procedures when communicating with command staff, outside agencies, municipal or federal entities.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

**Knowledge:** Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

**Impact:** Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in

inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

**Supervision:** Requires no supervision of employees or functions.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk to hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

**Independent Action:** Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** One year of experience in a service-oriented position such as paramedic, firefighter, emergency medical technician, dispatcher, law enforcement, public safety, or a related field, involving a high volume of interactive public contact, requiring the need for quick response and accuracy, as well as multitasking ability, while working in a stressful environment.

**License/Certification:** Must obtain certification as a State Police On-Line Telecommunications Systems Operator within six (6) months of hire.

#### **SPECIAL REQUIREMENTS:**

- 1) Selected candidate will undergo a criminal background check and motor vehicle record check in order to ensure suitability for exposure to confidential information, in accordance with department policy.
- 2) Prospective appointees must possess normal hearing and qualify in a controlled substance screening test, as determined by the Bureau of Emergency Communications.

**RECOMMENDED WORK TRAITS:** Knowledge of the practices and procedures of communications. Some knowledge of the procedures and practices of information input and retrieval in a computerized communications system. Knowledge of the operation of communications equipment and telecommunications equipment. Skill in the operation of communications equipment and telecommunications equipment. Skill in coding information for computer input or storage of information. Ability to follow manuals and guidelines to operate telecommunications equipment. Ability to recognize unusual conditions and react quickly and calmly in emergency situations. Ability to communicate clearly and concisely. Ability to maintain accurate files. Ability to recall names, street addresses, vehicle license numbers, and radio code signals. Ability to read and understand procedural manuals, computer screens and written and typed messages. Ability to hear and understand messages under conditions of background noise and distraction. Ability to perform mentally fatiguing and stressful tasks. Ability to establish and maintain effective working relationships with associates, supervisors, police officials and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.