

LAPEER COUNTY

COMMUNICATIONS SPECIALIST

General Summary

Under the general supervision of the a Communications Shift Supervisor, receives calls and dispatches law enforcement officers, fire departments and emergency medical services throughout the County. Maintains radio communications with patrol units, operates a LEIN terminal and searches and provides necessary information to officers.

Essential Functions

1. Receives calls for emergency police services, collects necessary information on location, nature of incident and status, information on suspects, weapons, and other information. Determines the priority of the call, which agency should respond, and whether the call requires more than one police unit.
2. Receives calls for emergency fire and ambulance, collects necessary information on location, nature of the incident, status, and other vital information, and dispatches to appropriate department.
3. Operates a Computer Aided Dispatch system and various other related telecommunications equipment. Dispatches appropriate unit[s] by priority and availability, utilizing familiarity with several radio frequencies, and the ability to tone out or page the appropriate agency. Communicates with field units using the appropriate terminology.
4. Keeps callers on phone as appropriate to provide status information on incident, provide instructions on medical situation prior to the arrival of emergency medical personnel, or otherwise assist in or stabilize an emergency situation. Asks questions according to medical priority program prior to arrival of emergency units.
5. Maintains knowledge of the location of city and county roads, streets and limits, hospitals, schools, major public and private buildings, housing areas, road and street construction, detours and other information that may impact emergency vehicle routing.
6. Monitors the movement of all officers and maintains continual awareness of their location.
7. Receives radio messages from field units requesting additional information, assistance, equipment, and queries into various computerized databases, including C.A.D., Hazmat files, and LEIN/NCIC. Processes the request and reports back to requester.
8. Performs data entry, modification, and cancellation of appropriate records into LEIN/NCIC, including warrants, missing persons, stolen property and vehicles,

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and injunctive orders, utilizing prescribed codes and standards as mandated by LEIN/NCIC rules and regulations.

9. Answers non-emergency telephone lines, and responds to inquiries, directs calls, and takes messages.
10. Identifies equipment and system malfunctions and reports same to appropriate supervisor.
11. Maintains logs of calls and transactions manually and/or operates the computer system involved with maintaining records. Inputs data on call, time of actions, and other relevant information.
12. Fills requests for records information from various County agencies.
13. Operates a variety of other equipment such as telecommunication device for the deaf, CAD terminal, LEIN/NCIC terminal and voice-logging equipment.
14. Performs a variety of administrative support tasks, including keeping records and daily logs, typing, filing, and copying of reports and other documents.

Other Functions

15. None listed.

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications

Education: High school graduation or equivalent.

Experience: Some prior data entry or related computer experience with systems similar to that used at the dispatch center.

Other Requirements: Upon employment must complete LEIN operator training within 6 months from date of hire. Ability to meet typing requirements of the job.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

FLSA Status: Enter

Worker's Compensation Code: Enter

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Occupational Employment Statistical Code: Enter

Physical Requirements *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to withstand prolonged periods of sitting.

Ability to operate radio, telephone and other telecommunications equipment.

Ability to enter and retrieve information from a computer terminal.

Ability to bend, stoop, and reach in order to operate equipment and perform other functions.

Working Conditions:

Works in dispatch center.

Works in area with radio, phone and telecommunication equipment for prolonged periods.

Ability to work varying shifts in a 24-hour day operation.