



TOWN OF BERLIN JOB DESCRIPTION



Job title: Police Communications Officer
Department: Police
Reports To: Administrative Lieutenant
FLSA Status: Non-Exempt
Prepared By: Administrative Lieutenant
Prepared Date: 08/01/2022

GENERAL FUNCTION:

Directs the communications of the Police Department, whether received via radio, telephone, or walk-in; does related work as required.

JOB CLASS FEATURES:

This is public assistance and community service related work at its basic level. An employee in this class is usually the first line of police contact with the public. Work is performed under general supervision. Assignments require evaluative thinking and are carried out in accordance with functional precedents, established practices and well-defined policies. Contacts with others are extensive, including the general public, other law enforcement officers and criminal justice personnel, and officials of other governmental agencies.

EXAMPLES OF WORK:

- Receive, relay, and/or transmit routine and emergency calls for police services;
- Maintain logs, communications documents, written and electronic data and records relating to the communications and information systems;
- Answer emergency and 911 directed telephone calls to the police station;
- Monitor police radio communications;
- Prepare required reports and written documents;
- Effectively operate keyboard activated computer systems (MILES, NCIC, NLETS, CODY) and is required to possess the necessary training and security clearance for (CJIS) certification;
- Remain within a confined area (Dispatch) for term of duty, with the exception of required rest/relief periods;
- Routinely operate radio, telephone, teletype (computer/printer), facsimile, and other related equipment involved in communications and information transmissions;
- Monitor camera surveillance equipment and exercise controlled access to police headquarters;
- Logically interpret various verbal and written information and apply that to office and communications procedures and operations;
- Possess knowledge of the geographical area and characteristics of the Town of Berlin, along with jurisdictional limits.

ADDITIONAL RESPONSIBILITIES:

- Answers phones and relay messages to police and management personnel
- Provides communication links for officers in the field when required
- Receives mail, deliveries, and other written information for distribution
- Provides assistance to walk-in public, providing directions and referrals
- Operates computer systems with word processing and data based programs
- Prepares written/printed reports and other media as directed by the Administrative Lieutenant or his/her designee.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office practices and procedures
- Skill in carrying out orders with precision and speed
- Speak clearly and concisely;
- Ability to make decisions quickly and accurately
- Ability to learn and apply public safety regulations and procedures
- Ability to deal with the public in a courteous, informative and tactful manner

EDUCATION AND EXPERIENCE:

Graduation from and accredited high school or GED.

REQUIRED LICENSES, CERTIFICATIONS AND/OR REGISTRATIONS:

Must complete an entry level MILES/NCIC logon course certified by CJIS and must maintain certification.

ADDITIONAL DESIRABLE QUALIFICATIONS:

Training and experience in emergency communications systems and operations and/or in business office practices and procedures

PROBATIONARY PERIOD

Permanent status in this class requires a probationary period of 12 months, during which time performance will be carefully evaluated. Permanent status will be granted only if work performance is judged to be satisfactory.