

City of Monett
POSITION DESCRIPTION

monjobComOff

JOB TITLE: Communications Officer

DEPARTMENT: Police

SALARY RANGE: Payroll – Level 7

IMMEDIATE SUPERVISOR: Communications Supervisor

SUMMARY

To dispatch calls for the City of Monett and the surrounding areas of Pierce City and Barry Lawrence Ambulance District.

ESSENTIAL FUNCTIONS

- I. Dispatch Related Activities 40 % of Time
 - A. Answers and dispatches phone and 911 emergency calls for the Police Department and for Pierce City and Barry Lawrence Ambulance District, determines the caller's needs, and notifies officer or proper department personnel to respond assuring for accuracy, timeliness, and professionalism. Recognizes that 911 calls take higher priority than regular calls and responds as such.
 - B. Monitors progress on incident, contacts other agencies, coordinates services as needed.
 - C. Assigns case book numbers to officers, if needed, assuring for accuracy and timeliness.
 - D. If needed, takes over fire department's incoming calls and dispatches calls to them assuring for accuracy, timeliness and professionalism.
 - E. Daily, logs-in all incoming calls, walk-ins, dispatches and MDT notifications into computer system assuring for accuracy and timeliness.
 - F. Prints daily logs for each shift assuring for timeliness and accuracy.

- G. Greets “walk-ins”, ascertains needs and notifies proper department or party to respond to situation assuring for politeness, accuracy, safety and positive public relations.

II. Warrant Related Activities 10 % of Time

- A. Receives warrant entries and inputs entries into MULES computer system assuring for accuracy, timeliness and professionalism.
- B. Runs inquiries on warrants to determine if outstanding warrants exist; checks to see if caution indicators exist; obtains physical description of individual and/or any other pertinent information (including any FBI info); checks driving status with DOR; and runs criminal history assuring for accuracy and timeliness.
- C. Advises officer of inquiry information before officer serves notice, assuring for accuracy, timeliness and professionalism.

III. MDT Related Activities 10 % of Time

- A. Receives status change calls from officers via their mobile data terminal (MDT) and acknowledges those changes back them assuring for accuracy, timeliness, and professionalism.
- B. If needed, notifies officers of dispatch calls over the MDT system assuring for accuracy, timeliness and professionalism.
- C. Enters MDT calls into daily log assuring for accuracy and timeliness.

IV. Monitoring Activities 10 % of Time

- A. Monitors all jail cells and notifies officers if necessary assuring for timeliness and thoroughness.
- B. Monitors weather computer and MULES system for pertinent weather information of any threatening weather conditions assuring for thoroughness and timeliness.
- C. If threatening weather exists, notifies all departments and initiates

phone tree assuring for timeliness, thoroughness and professionalism.

- D. If warning issued, activates tornado and alert sirens on the radio computers.
- V. Utilities Related Activities 10 % of Time
- A. Handles after hours city utilities calls for power outages and notifies proper personnel assuring for timeliness and professionalism.
 - B. Receives monies from “walk-in” on their past due account, verifies past due account is paid in full, notifies the on-call water department personnel that payment has been received so service can be reconnected and provides walk-ins’ address, assuring for accuracy and professionalism.
 - C. Inserts past due payments into lockbox assuring for accuracy and timeliness.
 - D. Receives notification that water department personnel arrived at location to restore service assuring for professionalism.
 - E. Receives notification that service has been restored assuring for professionalism.
- VI. Key Related Activities 10 % of Time
- A. Issues keys to general public for use of community center assuring for thoroughness and professionalism.
 - B. Maintains a sign out log for keys and enters data into computer system assuring for accuracy.
 - C. If threatening weather occurs or emergency situation exists, notifies officer to open community center for use, if needed.
 - D. Maintains extra set of keys to City Hall, Recreation Center, and City Garage assuring for thoroughness. If needed, assigns-out keys assuring for accuracy and professionalism.

VII. Miscellaneous Activities

10 % of Time

- A. Trains new employees on the various computer systems and dispatch protocol assuring for accuracy and professionalism.
- B. Responds to requests by immediate supervisor and others in an accurate, complete and timely manner.
- C. Deals with public in a professional, courteous and timely manner assuring for the best PR for the City.
- D. Initiates daily well-being checks and provides follow-up to verify well being of clients.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

WORK ENVIRONMENT

- ◆ Average accessibility of all work sites required for the position.
- ◆ Average exposure to weather and temperature extremes.
- ◆ Average exposure to chemicals and fumes.
- ◆ Average exposure to heights.
- ◆ Above Average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.
- ◆ Average exposure to loud noises.
- ◆ Average exposure to darkness.
- ◆ Average exposure to cramped spaces.

PHYSICAL EFFORT

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 30 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.
- ◆ Normal endurance.

KNOWLEDGE REQUIREMENTS

- ◆ Completed High School Diploma or equivalent.
- ◆ Proficiency with office equipment and computer preferred.
- ◆ Ability to work courtesy with people in person and on the phone.
- ◆ Twenty-one years of age.
- ◆ Non-convicted felon.

MENTAL EFFORT

- ◆ Normal concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Average memory, considering the amount and type of information.
- ◆ Above-Normal complexity of decision making.
- ◆ Above-Normal time pressure of decision making.
- ◆ Above-Normal analytical thinking.
- ◆ Above-Normal conceptual thinking.

COMMUNICATION

- ◆ Above-Average verbal communication.
- ◆ Above-Average written communication.
- ◆ Above-Average non-verbal communication

SENSORY ABILITIES

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.
- ◆ Normal sense of touch