

POSITION DESCRIPTION

CITY OF FAIRLAWN, OHIO

AN EQUAL OPPORTUNITY EMPLOYER

JOB TITLE: *COMMUNICATION SPECIALIST*

Department: Police Department

Immediate Supervisor: Communications Coordinator

Positions Supervised: N/A

JOB DESCRIPTION:

Under general supervision, answers incoming telephone calls, operates radio console and peripheral electronic equipment to relay information concerning law enforcement and other emergency information.

QUALIFICATIONS:

Graduation from an accredited high school or General Education Development (G.E.D.) certificate of equivalency. Minimum age of 21 at time of appointment. Must successfully complete LEADS/NCIC course within ninety (90) days of date of hire and maintain certification. Demonstrate ability to act under stressful conditions. Typing required of at least 30 wpm and computer literacy. Applicants will be subject to a background investigation and drug screen. Must be available to work 7 days a week; all shifts.

Wage:

\$ 19.41 Hourly

Knowledge of:	Skills and Abilities:
<ul style="list-style-type: none">▪ Department rules, regulations, policies and procedures *▪ FCC Rules and Regulations*▪ LEADS/NCIC procedures*▪ Safety practices and procedures▪ Radio and related equipment*▪ Operation of alarms, scanners, and alarm panels*▪ Office practices, business English usage, spelling, grammar, and punctuation▪ Operation of office equipment, including computer, printer, copier, facsimile machine, and telephone	<ul style="list-style-type: none">▪ Deal with a variety of variables in an unfamiliar context▪ Organizational skills▪ Communicate effectively in written and oral form▪ Deal effectively and positively with the public and others▪ Proficient in the English language▪ Proficient in operating computer utilizing office software, including Windows, word processing, internet, email▪ Answer telephone and provide accurate information▪ Maintain records and reports accurately
<p>* May be acquired after hire</p>	

ESSENTIAL FUNCTIONS: (The duties listed below are intended to depict tasks performed by this classification)

- Receives and records telephone and walk-in calls and complaints
- Receives and transmits radio communications, dispatching personnel and cruisers to disturbances
- Coordinates back-up and support activities with other jurisdictions
- Operates computer terminal to verify and record vehicle and personal information (i.e., verifies vehicle and license information, enters wants and warrants, enters and clears stolen property, listings, etc.)
- Monitors electronic and video systems (i.e., alarms, alarm panels, etc.) to provide security and to answer fire and burglary alarms in banks, businesses, and other private facilities
- Maintains logs or records of all calls, incidents, receptions and transmissions
- Prepares and files required reports (i.e., house check forms, warrants, affidavits, etc.)
- Monitors behavior of male and/or female prisoners
- Reports unusual conditions or occurrences to supervisor
- Searches female prisoners
- Performs additional duties and assignments as requested.