

## JOB DESCRIPTION

**JOB TITLE: Communication Support Officer - 580**  
**DEPARTMENT:** Law Enforcement Services of South Sound 911  
**REPORTS TO:** Communication Supervisor  
**Classified position, EEO cat 6**

### SUMMARY:

As part of South Sound 911 Law Enforcement Services, and under the direction of the Communication Supervisor, this position performs responsible and complex work in the Emergency 911 Communication Center processing citizens' non-emergency calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies.

### ESSENTIAL FUNCTIONS:

Serve as primary communication link between the law enforcement agencies and citizens of Pierce County, operating within the established procedures and policies of the Tacoma Police Department and Pierce County Law Enforcement Agencies. Answer calls and questions with a clear, well-modulated and pleasant voice. Receive incoming calls primarily on non-emergency lines. Under extreme demand, may be required to answer in-coming 911 calls; determine type of service or information required; obtain and process required information and transmit to appropriate communication officer or dispatcher according to established guidelines and procedures for priority, non-emergency or emergency calls; initiate requests for services for routine calls received.

Work under stress with accuracy in a calm and efficient manner remaining emotionally detached while understanding a caller's emotional state and accurately recording verbal conversations. Respond to situations in a positive and efficient manner.

Communicate with citizens, various police agencies, Tacoma Police Department and Pierce County Sheriff's Offices and various other agencies to provide and receive information and services as requested or required; provide excellent customer service.

Provide training and orientation to new employees; conducts tours of the Communication Center for citizens, fire department personnel, law enforcement groups and others as directed.

Prepare a variety of reports such as general police reports and sheriff reports, theft inventory reports; 911 trouble reports and others as required; prepare various forms as required.

Operate a variety of communication equipment such as Remote Computer console, personal computer, (ALI) Automatic Location Identifier, (ANI) Automatic Number Identifier, TDD, Teleprinter and Insta-Call Recorder.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 15 hours.

### QUALIFICATIONS:

Graduation from high school or equivalent. Two years of experience in a law enforcement agency or two years of clerical experience involving considerable public contact and multi-tasking.

### KNOWLEDGE AND EXPECTATIONS:

Understand emergency services, communication codes, procedures, and geography of area served.  
Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Prepare clear and concise reports using law enforcement report preparation procedures.  
Perform limited clerical duties such as filing, duplications and typing.  
Work appropriately with confidential material and information.  
Keyboarding at 45 words net per minute from clear copy.  
Work with speed and accuracy.  
Follow safety rules and regulations.  
Provide training and orientation to peer employees.  
Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, police radio, and teletype.  
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.  
Maintain cooperative and effective working relationships with others.  
Analyze situations quickly and adopt an effective course of action.  
Organize work with many interruptions and multiple tasks to meet schedules and timelines.

**Is this position closely, moderately or minimally supervised?** Moderately

**Please explain:** Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Supervisors when questions/concerns arise.

**Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)?** Yes

No  Yes

**Does this position have access to confidential information?** Yes  No  Yes **If yes, please explain:**

**Does this position have access to or handle company funds?** Yes  No  Yes **If yes, please explain:**

**Is it important to this position that the incumbent be able to communicate fluently in English?** Yes  No  Yes **If yes, please explain:** Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

#### **LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation and a psychological evaluation as part of the pre-conditional offer of employment.

#### **WORK HOURS:**

8 hour or 10 hour shift with 30 minute lunch break and two fifteen minute breaks which can be taken five minutes per hour or in a 15 minute segment. Work 40-hour shift anytime during a seven-day period including holidays. Rotate through a relief shift.

#### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. There is some standing, walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel and attend meetings away from regular work site may be required.

Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for eight hour periods, continuous contact with monitors/CRTs, and noise from communications and office equipment.

Headsets have suppressors to protect ears from feedback; fully adjustable ergonomic chairs; adjustable workstations have a variety of lighting according to individual preference; wrist rest, footrest, and non-glare computer screen.

#### **WORKING ENVIRONMENT:**

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet.

#### **MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Standing</b>		<b>0 % of time</b>	<b>Stooping</b>	
<b>Walking</b>	<b>X</b>	<b>5 % of time</b>	<b>Kneeling</b>	
<b>Sitting</b>	<b>X</b>	<b>95 % of time</b>	<b>Crouching</b>	
			<b>Crawling</b>	
<b>Lifting</b>	<b>X</b>	<b>10 lbs.</b>	<b>Reaching</b>	<b>X</b>
<b>Pushing</b>	<b>X</b>	<b>10 lbs.</b>	<b>Handling</b>	<b>X</b>
<b>Carrying</b>	<b>X</b>	<b>10 lbs.</b>	<b>Speaking</b>	<b>X</b>
<b>Pulling</b>	<b>X</b>	<b>10 lbs.</b>	<b>Hearing</b>	<b>X</b>
			<b>Seeing</b>	<b>X</b>
<b>Climbing</b>			<b>Depth perception</b>	<b>X</b>
<b>Balancing</b>			<b>Color vision</b>	<b>X</b>

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: \_\_\_\_\_

DATE: 6-30-15

Adopted: 3/10 per resolution 764