

## **JOB DESCRIPTION**

**JOB TITLE: Communications Analyst - 151**  
**DEPARTMENT: Law Enforcement Communications of South Sound 911**  
**REPORTS TO: Communications Center Manager**  
**Represented position, EEO cat 6**

### **SUMMARY:**

The Communications Analyst position creates copies from the master logging recorder in response to partner agency requests, subpoenas and public records requests; responds to subpoenas and testifies in court regarding the copies made and their security; and maintains accurate records of requests. This position testifies in court regarding South Sound 911 Communications activities.

This position does not have supervisory responsibility. Communication Analysts are expected to work independently in a variety of tasks and ask for assistance/clarification from the Communications Supervisor when questions/concerns arise.

### **ESSENTIAL FUNCTIONS:**

Serve as the primary processor of requests for Computer Aided Dispatch (CAD) information, copies of master 911 and radio recordings, responding to subpoenas, agency and public records requests; operating within the laws, rules and regulations covering the preparation and presentation of evidence and public disclosure.

Processes all subpoenas and public records requests for copies of the master 911 and dispatch recordings, CAD incident history detail, and other related CAD information; properly prepares appropriate records. Monitors recordings for quality assurance/quality control and reports issues discovered via chain of command.

Communicate with citizens, various police agencies, and various other agencies to provide and receive information and services as requested or required; provide excellent customer service.

Prepares reports related to the number of copies made.

Provide training and orientation to new employees; assist coworkers as necessary when available; work in a team environment. Attend meetings or training during shift or on overtime as directed.

Operate master logging recorders and copying equipment, a personal computer with word processing and spreadsheets.

Perform related clerical, auditing and budget tracking duties as assigned to support the communication center management, office and/or supervisors.

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 workload peaks to reduce

request backlogs. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 8 hours.

**QUALIFICATIONS:**

An equivalent combination to: graduation from high school supplemented by law enforcement related courses and two years' clerical, law enforcement dispatch and/or other experience in a law enforcement or other agency involving considerable public contact. Experience in proper handling of evidentiary recordings, testifying in court, call taker and dispatch policies and procedures.

**KNOWLEDGE AND EXPECTATIONS:**

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Perform limited clerical duties such as ordering supplies, 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.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, radio systems, logging recorder, and audio duplication methods and systems.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy. Communicate fluently in English.

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; prioritize workload.

Quality control input and monitoring systems. Accounting and budget tracking processes.

**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 as part of the pre-conditional offer of employment.

Maintain a Washington State Patrol ACCESS Level I certification.

Completion of FEMA courses IS-100 and IS-700.

Possess and maintain a valid Washington Driver's License and provide own transportation for offsite meetings and to respond to court presentations.

**WORK HOURS:**

Works in the office area and communication area of the Communication Center Monday through Friday. Work hours: 8.5 hour shift with 30 minute unpaid lunch break and two fifteen minute breaks. May have to adjust hours, with the approval of the Communications Center Manager, to meet the obligations of court subpoenas. Work overtime as assigned.

**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 several hours, continuous contact with monitors, and noise from communications and office equipment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

Activity	Percentage of time	Activity	Pounds
Standing	Optional	Pulling	10 lbs.
Walking	5% of time	Pushing	10 lbs.
Sitting	95% of time	Lifting	10 lbs.
		Carrying	10 lbs.

**WORKING ENVIRONMENT:**

Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise. Potential hazards are consistent within an office environment.

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

Personal computer, Computer Aided Dispatch (CAD) software, copy machines, telephone, fax machine, E-mail, calculators, printers, and recording equipment (master logging recorder).

**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, Employee Relations & Risk Manager

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