

## JOB DESCRIPTION

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

### **SUMMARY:**

The Communications Support Officer position performs complex and responsible work in the Law Enforcement Communications Center processing citizen's 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. This position requires ongoing multitasking ability, and use of discretion and judgment.

This position does not have supervisory responsibility. Communications Support Officers 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 primary communication link between the law enforcement agencies and citizens of Pierce County, operating within the established procedures and policies of the Law Enforcement Agencies served. Answer calls and questions with a clear, well-modulated and pleasant voice. Answer 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, accurately recording pertinent information into computer aided dispatch (CAD) system simultaneously. Respond to situations in a positive and efficient manner. Process more than one call at a time.

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.

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.

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

Operate a variety of communication equipment such as personal computer, Computer Aided Dispatch (CAD) software, telephone system, (ALI) Automatic Location Identifier, (ANI) Automatic Number Identifier, TDD, and playback recorder.

Enter and update a variety of detailed information into the computer terminal including the nature and location of calls received and premise histories; prepare and maintain various logs, listings, schedules and files; testify in court as required.

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 24 hours.

**QUALIFICATIONS:**

Graduation from high school or equivalent. Two years of 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.

Read and interpret paper and/or electronic maps.

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.

Proficient with Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, and teletype.

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.

**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 Washington State Patrol ACCESS Level I certification.

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

**WORK HOURS:**

Eight (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. Shift start times vary by assignment. Work 40-hour shift anytime during a seven-day period including holidays. Shift is bid and awarded based on seniority. Rotate through a relief shift.

**PHYSICAL REQUIREMENTS:**

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 24 hours.

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 up to twelve 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.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Activity</b>	<b>Percentage of time</b>	<b>Activity</b>	<b>Pounds</b>
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 to normal conversation levels. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise. The 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, headsets, printers.

**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

DATE: 5-2017

Adopted: 3/10 per resolution 764, 6/15