

City of Maumee

POSITION DESCRIPTION

POSITION TITLE: Radio and Telephone Operator
CLASSIFICATION: Non-Exempt

DEPARTMENT: Public Safety
APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Lieutenant - Support, Sergeant
POSITIONS SUPERVISED: N/A

POSITION PURPOSE

Operates radios to communicate with Police Officers, Fire/EMS personnel in order to provide them with emergency calls from the public requesting police, fire, medical or other emergency services. Determines the nature and location of the emergency, determines priorities, and dispatches police, fire personnel or other emergency units to the scene. Receives 911 emergency telephone calls, maintains contact with all units on assignment, maintains status and location of police and fire units. Performs a wide range of duties under emergency conditions. Uses a variety of communications equipment including radio consoles, telephones and computer systems.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Performs a wide range of radio and telephone operational duties in a 24-hour facility.**
 - a. Processes and prioritizes incoming calls for police, fire, and EMS assistance.
 - b. Dispatches personnel and equipment for emergencies, using established protocols. Operates a variety of communication equipment.
 - c. Receives and inputs computer data quickly; processes emergency requests for service quickly.
 - d. Operates a computer for inquiries to obtain information on persons and vehicles through related databases.
 - e. Keeps supervisor advised of requests for service and other departmental activities.
 - f. May be required to work on a shift basis, overtime and on weekends.
 - g. Monitors cameras, building access and jail.

2. **Assumes responsibility for communications with all responding personnel.**
 - a. Prepares and maintains accurate records and logs of all radio transmissions, telephone calls and other records.
 - b. Follows procedures in gathering and obtaining information from the scene; determines what type of assistance is needed.
 - c. Monitors the Weather Channel and transmits information to emergency personnel.
 - d. Coordinates rescue and emergency operations with outside jurisdictions.
 - e. Contacts detectives, photographers, tow companies, service department, water and sewer personnel to direct them to the scene if needed.
 - f. Tracks Police Officers' locations and activities in order to maintain their safety.
 - g. Answers questions and resolves problems promptly.

3. **Assumes responsibility for establishing and maintaining effective communication and coordination with internal personnel and management.**
 - a. Assists and supports related departments as required; assists Police Division and Court employees with information gathered through computerized records.
 - b. Keeps management informed of division activities and of any significant concerns.
 - c. Assists divisions and Court employees with information gathered mainly through computerized records.
 - d. Attends and participates in meetings as required.
 4. **Assumes responsibility for related duties as required or assigned.**
 - a. Attends CIT training (Crisis Intervention Team) which trains officers how to handle mentally challenged and/or a person in crisis.
 - b. Completes special projects as assigned.
 - c. Monitors databases assisting officers with gathering information for calls.
 - d. Enters, cancels and confirms warrants and temporary protection orders, missing people and stolen items.
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PERFORMANCE MEASUREMENTS

1. 911 calls are quickly responded to by internal operators.
 2. Records all details of each call and keeps track of units in the computer.
 3. Assists in investigations by gathering information from computerized records.
 4. Knows location of all responding emergency personnel.
 6. Accurate and thorough records of all activities are maintained and submitted as scheduled.
 7. Dealings with the public are tactful and professional; a positive image of the City is maintained.
 8. Management is appropriately informed of department activities.
 9. Able to endure stressful situations for long periods of time.
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QUALIFICATIONS

- EDUCATION/CERTIFICATION:** High school diploma or equivalent. Meets requirements established by the Civil Service Commission
Valid driver's license.
- REQUIRED KNOWLEDGE:** Knowledge of law enforcement methods and procedures.
Knowledge of local geography.
Knowledge of department policies and procedures.
- EXPERIENCE REQUIRED:** None.
- SKILLS/ABILITIES:** Excellent verbal communication skills.
Able to multitask and prioritize.
Good interpersonal and public relations skills.
Able to follow detailed, established procedures and instructions.
Able to keep accurate, thorough records.
Able to exercise good judgment, draw accurate conclusions, and make quick decisions.
Able to work well independently and as a team.
Able to safely operate related equipment.
Able to remain calm in emergencies and to handle stressful situations professionally.
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PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- HEARING:** Able to hear average or normal conversations and receive ordinary information.
- VISION:** Fine visual acuity with the ability to inspect closely.

TALKING: Must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
PHYSICAL STRENGTH: Sedentary work; exerting up to 10 lbs. occasionally

WORKING CONDITIONS

Must work under stressful conditions.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Able to deal with a variety of variables under only limited standardization.
Able to interpret various instructions.
MATHEMATICS ABILITY: Able to perform basic math skills.
LANGUAGE ABILITY: Able to read and prepare documents and reports.
Able to communicate with a wide audience.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the City.

Job descriptions are not intended as and do not create contracts. The City maintains its status as an at will employer and, accordingly, may terminate an employee for any reason not prohibited by law, unless such status as applied to a particular employee is modified by a collective bargaining agreement or the rules and regulations of the Civil Service Commission of the City.

Employee name

Employee signature

Date