



City of Lake Oswego, Oregon

Job Description

COMMUNICATIONS OPERATOR

FLSA Status: Non-exempt

Union Representation: LOPOA

Salary Grade: 305

Job Code: 3005

Summary

Under general supervision, the communications operator receives and responds to incoming telephone and radio communications; determines the nature of the call and deploys the appropriate personnel and equipment; maintains files, records and maps pertinent to public safety; operates a computer aided dispatch terminal, radio control equipment, and alarm equipment. The communications operator is responsible for monitoring the activities of other city departments and surrounding agencies; for coordinating interagency communications, and for answering routine inquiries from the public regarding public safety services. Positions in this classification are responsible for proficiency in department procedures and policies, protocols and deployment requirements, equipment, and geography.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Receives emergency and non-emergency telephone calls including 911, processing and evaluating the information received quickly and accurately; providing assistance and reassurance to callers.
2. Utilizes a computer aided dispatch system to accurately enter public safety related information as it is being received by phone or radio.
3. Determines, selects and assigns appropriate response based upon the nature of the incident, the jurisdiction, the status of other units in the geographical area and applicable protocols, policy and procedures.
4. Operates and monitors two-way radio communications equipment and radio paging systems in order to dispatch law enforcement, fire, medical/EMS and other emergency units.
5. Utilizes a computer aided dispatch system to record and maintain the whereabouts and status of on-duty personnel and equipment.
6. Performs checks on persons, vehicles and property using sensitive and restricted law enforcement information systems, records events and actions taken.
7. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
8. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Must have a thorough understanding of Lake Oswego City Code requirements, and Oregon criminal, traffic and civil laws.
- Personal computers and related software applications.

Skills and Abilities to:

- Type approximately 45 words per minute.
- Meet the Minimum Standards for Employment as a Telecommunicator and Emergency Medical Dispatcher established in Oregon Administrative Rules
- Cope with stressful situations firmly, courteously and tactfully.
- Demonstrated ability in written and oral communications.
- Deal with distraught or difficult individuals.
- Thoroughly evaluate situations, and independently resolve problems or questions by using available resources
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Must be able to attain and maintain certification from Department of Public Safety Standards and Training as an Emergency Medical Dispatcher and a Telecommunicator, and from the Law Enforcement Data System. Must have no felony convictions and have passed a thorough background investigation. Must be able to work rotating shifts. Must successfully pass a medical and psychological examination.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.