



## City of Lake Oswego, Oregon

### Job Description

#### COMMUNICATIONS OPERATOR TRAINEE

**FLSA Status: Non-exempt**

**Union Representation: LOPOA**

**Salary Grade: 300**

**Job Code: 3000**

#### Summary

This is an entry level position under the direction of a communications training operator. The communications operator trainee receives instruction on how to respond to incoming telephone and radio communications; determine the nature of the call and deploy the appropriate personnel and equipment; operates a computer aided dispatch terminal, radio equipment, phone 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 monitored daily by a communications training operator. The trainee is responsible for gaining proficiency in department procedures and policies, 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. Learns, 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:**

- 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.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**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.*