



## City of Lake Oswego, Oregon

### Job Description

## SENIOR COMMUNICATIONS OPERATOR

**FLSA Status: Non-exempt**

**Union Representation: LOPOA**

**Salary Grade: 310**

**Job Code: 3015**

### Summary

This is a senior level position in the field of Public Safety Communications. The Senior 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 Senior 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. The Senior Communications Operator is responsible for updating dispatching records and procedures, and for making recommendations for system improvements, and may perform some supervisory functions. Operates various technical communications equipment, and performs related work as required.

### 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 incoming telephone and radio communications, determines nature and location of those calls and dispatches appropriate field units.
2. Assists and trains communication operators in the operation of the city's communication system, instructing employees on policies and procedures, the use of electronic maps and the proper use of all communications center equipment.
3. Utilizes a computer aided dispatch system to accurately enter public safety related information as it is being received by phone or radio.
4. 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.
5. 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.
6. Utilizes a computer aided dispatch system to record and maintain the whereabouts and status of on-duty personnel and equipment.

7. Performs checks on persons, vehicles and property using sensitive and restricted law enforcement information systems, records events and actions taken.
8. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
9. Develops and writes recommendations regarding dispatching procedures.
10. Diagnosis and troubleshoot equipment malfunctions.
11. Performs some supervisory duties in the absence of the Communications Manager.
12. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- Thorough understanding of Lake Oswego City Code requirements, and Oregon criminal, traffic and civil laws.
- Thorough understanding of communication center operations, user agencies, and regional Public Safety Answering Points.
- 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; and three years of work experience with the City of Lake Oswego as a communication operator; successfully completed the probationary period; and be proficient in the use and operation of computer systems; and communications equipment. Must have satisfactorily attended and completed a communications officer training and evaluation program.

### **Licensing and Other Requirements:**

Some 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 have attended a dispatcher's course administered or approved by the Board of Police Standards and Training, or Associated Public Safety Communications Officers. 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. Must have demonstrated good work attendance and have no sick time abuse.

## 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. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

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.*