



City of Lake Oswego, Oregon

Job Description

SHIFT LEAD COMMUNICATIONS OPERATOR

FLSA Status: Non-exempt
Representation: LOPOA

Salary Grade: 310 Union
Job Code: 3015

Class Summary

This is the most senior level position in the field of Public Safety Communications. Positions in this classification are responsible for receiving incoming telephone and radio communications; and determining the nature of the call and deploying the appropriate personnel and equipment. Work is performed on an assigned shift, without direct supervision. Positions in this classification are responsible for training and assisting communication operators who are unfamiliar with city procedures, deployment requirements, equipment and geography. Operates various technical communications equipment, and performs related work as required. Ensures appropriate staffing levels at all times and may direct staff as needed. The Shift Lead Communications Operator is responsible for updating dispatching records and procedures, and for making recommendations for system improvements, and may perform some supervisory functions. Incumbents are expected to be available after hours or in rotation with the Communications Manager and Communications Supervisor.

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. Coordinates, assists and trains communication operators in the operation of the city's communication system, instructing employees on policies and procedures, the use of maps and the proper use of communications equipment, including a computer.
9. Coordinates schedules and work assignments in the communications center.

10. Develops and writes recommendations regarding dispatching procedures.
11. Ensures that equipment and facilities are in a state of readiness at all times; requests needed equipment and supplies for the communications center.
12. Maintains a positive relationship with the community: acts as on-duty liaison for user agencies and citizens.
13. Responds to inquiries and complaints by investigating concerns, making digital audio recordings for court or internal review, counseling employees on performance issues, and referring for follow-up action as appropriate.
14. Performs some supervisory duties in the absence of the Communications Manager or Communications Supervisor.

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.
- Deal with distraught or difficult individuals.
- Demonstrated ability in written and oral communications.
- 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 a high school diploma or possess a certificate of equivalency upon appointment.

Must have at least five years of work experience with the City of Lake Oswego as a communication operator; successfully complete the probationary period; and be proficient in the use and operation of computer systems; and communications equipment.

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 a rotating shifts. Must successfully pass a medical examination for communications operator. 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.

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.

