

TITLE: FULL-TIME COMMUNICATIONS CLERK

DEPARTMENT: POLICE

REPORTS TO: COMMUNICATIONS MANAGER

POSITION SUMMARY

As a certified telecommunicator, receives calls from the public regarding crime and emergency situations; dispatches appropriate safety service response; maintains records of actions taken; and monitors/operates various radio, telephone, teletype, computer and office equipment.

DUTIES AND RESPONSIBILITIES

Receives incoming 9-1-1 and other telephone calls/reports on emergency and non-emergency situations and radio broadcasts response instructions to affected safety service unit.

Monitors radio frequencies of Seaside and other public jurisdictions and maintains communication channels.

Operates LEDS and NCIC computer terminals and responds to field requests for information on persons and property. Retrieves information on wants and warrants, vehicle registration, driver's license data, criminal history summaries, and law enforcement reports.

Enters various information to LEDS terminal. Maintains departmental logs, forms, and files related to departmental functions. Prepares various police reports as required.

Performs receptionist duties for the police department, including greeting the public, answering telephones, obtaining information, providing forms, collecting fees, assisting public in completing forms, responding to general information requests.

Performs jail matron duties, as necessary.

Monitors jail audio, video, and smoke detection equipment.

Monitors video monitors for building security.

Operates in-house computer system and responds to field requests for information. Enters and retrieves all person/property/incident data for department.

Types, files, and maintains police records and other correspondence. Prepares, processes and distributes reports for other authorized agencies.

Completes nuisance vehicle impound releases, obtaining required information by policy.

Monitors Public Works alarms.

Follows all safety rules and procedures established for work area.

AUXILIARY JOB FUNCTIONS

Performs various general office and clerical tasks, e.g. photocopy, computer entry, send facsimiles, etc. Provides information and assistance to general public, take complaints, and assist in completion of forms. Maintains proficiency by training, reading professional journals, and meeting with others in areas of responsibility. Maintains work areas in a clean and orderly manner. Maintains good working relationships with law enforcement, fire, and ambulance jurisdictions.

Records Oregon National Incident Based Reporting System codes on State provided forms.

Maintains local business information for emergency contacts.

Ability to accept supervision and to work professionally with co-workers and supervisors; to handle all dispatch functions without direct supervision.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK. THE INCLUSION OF WHICH WOULD BE IN CONFORMITY WITH THE FACTOR DEGREES ASSIGNED TO THIS JOB.

ACCOUNTABILITIES

Receives limited supervision, as needed, from Communications Manager who reviews work for accuracy and conformance with policies, procedures, rules, and regulations.

Accountable to the Communications Manager.

JOB REQUIREMENTS

MANDATORY REQUIREMENTS: High School graduate or equivalent GED certificate. Knowledge of use of standard office equipment. Two years general receptionist/clerical experience or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above duties.

The ability to communicate clearly, tactfully and courteously while occasionally in emergency situations.

DESIRABLE REQUIREMENTS: Previous experience in an emergency communications environment.

SPECIAL REQUIREMENTS/LICENSES

Possession of the following certifications within twelve months of employment:

- CPR/Medic First Aid
- Emergency Medical Dispatch
- Law Enforcement Data System
- Basic Telecommunicator (2 week basic academy, Salem, OR)

Completion of in-house Telecommunicator training within twelve months of employment.

PHYSICAL DEMANDS OF POSITION

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. The position requires mobility. Duties involve moving materials weighing up to ten pounds on a regular basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboards, radio dispatch equipment, teletypes, etc.

While performing jail matron duties, the employee may be required to deal with violent and combative individuals, thus necessitating the employee utilize considerable physical efforts.

WORKING CONDITIONS

Office working conditions relating to stress and noise level are not typical of most office environments due to the nature of business and communications equipment.

RESIDENCY REQUIREMENTS

Successful candidates must reside no more than thirty miles from the Police Department Patrol District boundaries within 6 months of start date.

Salary: Full-time position @ \$3,558 per month + benefits. Submit application, resume, and cover letter to Seaside City Hall, 989 Broadway, Seaside, Oregon 97138, by 5:00 PM, Thursday, June 28, 2018. EOE