



 CITY OF DULUTH POLICE DEPARTMENT

*Standard Operating**Procedure*

COMMUNICATIONS OFFICER	S.O.P.#: 61-11
<i>Job Description</i>	Effective Date: 01/01/2012

[GACP 3.6]

61-11-01 PURPOSE

The purpose of this Standard Operating Procedure is to establish the job description for the position of Communications Officer.

61-11-02 JOB SUMMARY

- A. The Communications Officer is responsible for operating emergency and non-emergency police radio, telephone and computer communication systems.
- B. This employee performs a variety of routine and complex public safety administrative and clerical duties affecting the operation of the Department, the maintenance of law and order, the protection of life and property, the prevention of crime and the enhancement of quality

of life in the community.

- C. This is a civilian position non-exempt from FLSA. This employee is appointed by the Chief of Police and works under the direction of the Communications Supervisor as the immediate supervisor, and the Uniform Division shift supervisor for operational issues.

61-11-03 **EXAMPLES OF DUTIES**

- A. Receives, monitors, records and dispatches radio communications traffic in order to receive information and provide requested assistance, particularly so as to send police to incident scenes, and to ensure the safety of officers; logs appropriate information about all radio communications.
- B. Receives and screens all incoming departmental telephone calls; determines whether to send them police assistance, transfer the call to another person, provide appropriate information or refer them to another agency; including the use of a TDD machine
- C. Maintains various logs including alarm log, vacations house checks, etc.; writes receipts.
- D. Makes inquiries and entries of records and sends administrative messages on the state and national crime information center computers; and relays that information to the appropriate officer; provides information on computer terminal operations and print-out interpretations; deals with confidential criminal history information.

- E. Enters and modifies information concerning police activities into the computer record keeping system.
- F. Provides appropriate care and record keeping for prisoners and community service workers; prepares bonding paperwork.
- G. Accepts specified ticket bond monies and collects fees for special services.
- H. Greets visitors to the department and assists with determining their needs.
- I. Performs routine clerical duties including typing short memos, letters or memos; sorts and files documents; photocopies documents.
- J. Performs minor equipment maintenance tasks such as cleaning equipment or replenishing supplies; changes logger-recorder tapes; arranges with appropriate vendors for the maintenance of such items as vehicles and radios; performs routine housekeeping tasks as required.
- K. Searches for information from many various sources in order to respond to requests, or complete required reports.
- L. Monitors alarm boards and takes appropriate action upon activation.
- M. Monitors weather radio and takes appropriate action
- N. Operates emergency weather sirens in accordance with approved

protocols

- O. Assists in training of new personnel.
- P. May act as alternate Terminal Agency Coordinator (TAC).
- Q. Performs all other lawful duties and tasks as assigned or required.

61-11-04 KNOWLEDGE REQUIRED

The employee must have certain knowledge at a level sufficient for them to perform the duties of the job. These knowledges include, but are not limited to:

- A. Knowledge of applicable federal laws, state laws and city ordinances
- B. Knowledge of departmental policies, procedures, directives, rules and regulations
- C. Knowledge of the confidentiality requirements of criminal justice information and criminal history record information
- D. Knowledge of the geography, road network, traffic patterns, crime patterns, public buildings, and emergency facilities of the city
- E. Knowledge of map formats and symbols used in reading maps
- F. Knowledge of GCIC operating procedures, rules and regulations; including the GCIC databases and how they interrelate

- G. Knowledge of radio system signals and codes
- H. Knowledge of Federal Communications Commission rules and regulations pertaining to Public Safety radio users
- I. Knowledge of standard American English grammar, punctuation, and spelling
- J. Knowledge of the principles of mathematics
- K. Knowledge of the principles of first aid and CPR
- L. Knowledge of the criminal justice system
- M. Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court, and Gwinnett County State and Superior Courts
- N. Knowledge of appropriate governmental and/or private social service referral agencies
- O. Knowledge of the methods, principles, and practices of Community Oriented Policing
- P. Knowledge of the signs and symptoms of mental/physical impairment
- Q. Knowledge of office procedures
- R. Knowledge of alphabetical and numerical paper and electronic filing

systems

- S. Knowledge of bookkeeping procedures
- T. Knowledge of interpersonal communication skills, including tactical communication skills

61-11-05 SKILLS REQUIRED

The employee must have these skills at a level sufficient for them to perform the duties of the job to Departmental standards. These skills include, but are not limited to:

- A. Skill in performing first aid and CPR techniques
- B. Skill in writing legibly
- C. Skill in the effective and efficient use of office equipment, including, but not limited to: typewriter, calculator, copy machine, computer, GCIC terminal, telephone and fax machine

61-11-06 ABILITIES REQUIRED

The employee must have these abilities at a level sufficient for them to perform the duties of the job to Departmental standards. These abilities include, but are not limited to:

- A. Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy,

procedures, directives, rules and regulations; and external directives

- B. Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance
- C. Ability to communicate effectively with people in a courteous, tactful, and fair manner under all conditions (except when a firmer manner is required)
- D. Ability to provide referral information to the public regarding the police department, municipal court, municipal government, and local criminal justice systems
- E. Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner
- F. Ability to read, speak, write and spell using standard American English grammar
- G. Ability to write and/or type orders, forms, reports, letters, memos and correspondence from long hand, rough draft, or oral instructions.
- H. Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties
- I. Ability to perform mathematical calculations with speed and accuracy

- J. Ability to comprehend radio transmissions and speak clearly over the police radio using proper signals and codes and efficient message construction
- K. Ability to prioritize and handle effectively, efficiently, and simultaneously multiple tasks in Communications, including phones, police radio, GCIC terminal, monitoring arrestees, and assisting visitors in the lobby
- L. Ability to understand and follow quickly and accurately oral and written instructions and procedures
- M. Ability to obtain information through observation and interview.
- N. Ability to successfully complete the Department's training programs following employment/assignment
- O. Ability to make appropriate judgments in tense and evolving situations regarding appropriate tactics and the use of only reasonable and necessary force in order to defend ones self and others from attack
- P. Ability to read and interpret maps in order to find locations and to give accurate directions
- Q. Ability to determine if an incident is criminal or civil in nature
- R. Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

- S. Ability to assign priorities to tasks and calls for service and to reassign priorities as the situation and circumstances change
- T. Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties
- U. Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use
- V. Ability to analyze, plan and organize work
- W. Ability to maintain records within filing systems (file management)
- X. Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, subordinates, other city employees, attorneys, and the general public
- Y. Ability to work effectively as an individual and as a team member
- Z. Ability to assert self appropriately
- AA. Ability to accept responsibility, acknowledge mistakes, and share successes
- AB. Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation

- AC. Ability to handle sums of money accurately
- AD. Ability to perform computer related functions
- AE. Ability to perform bookkeeping functions
- AF. Ability to type accurately
- AG. Ability to properly handle confidential information
- AH. Ability to problem solve and make decisions

61-11-07 PHYSICAL DEMANDS & WORK ENVIRONMENT

- A. The work is typically performed with the employee sitting at a desk in an office that is often crowded and noisy and occasionally in a jail, with intermittent standing, walking, crawling, kneeling, stretching, squatting, reaching and bending. There are some opportunities to walk around, but access to bathroom facilities are limited due to the fact that relief operators are not readily available, and that Patrol Officers must frequently be called in to the Police station in order for the Communications Officer to take bathroom and meal breaks. When more than one operator is on duty they may relieve each other for breaks.
- B. The employee must frequently lift and carry very light (less than 5 lbs) files; routinely lift and carry light (5-10 lbs) boxes of paper, forms, supplies or objects; and occasionally lift and carry moderate (10-40 lbs) boxes of paper, forms, supplies or objects.

C. The employee must:

1. Use equipment requiring a high degree of psychomotor skills (hand-eye coordination)
2. Have correctable hearing abilities sufficient to perform job duties
3. Have correctable binocular vision sufficient to perform job duties, which means: no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision and no uncorrectable strabismus which is accompanied by double vision
4. Have correctable speaking abilities sufficient to perform job duties
5. The employee is routinely subjected to intermittent (and occasionally extended) periods of mental exertion under highly stressful conditions and must be able to remain calm and think logically.
6. Work contains a small element of personal, physical, and psychological risk, and an employee must be able to exercise personal restraint and control in a professional manner and exercise sound judgment independently in emergency situations.
7. The employee is occasionally exposed to: inclement weather (including temperature extremes), dust, infectious diseases, irritating chemicals, biological hazards, hostile individuals and other adverse situations.
8. The work may require the use of protective equipment,

including, but not limited to: CPR mask and gloves.

9. The work requires the ability to work rotating shifts and variable hours.

61-11-08 EXPERIENCE, EDUCATION, TRAINING, LICENSES & CERTIFICATIONS

A. General Requirement

The employee is required to have a combination of experience, education, training, licenses and certifications which provides the requisite knowledge, skills and abilities necessary to perform the duties of the job. Failure to obtain and maintain all required certifications, licenses, and commissions as required, or failure to successfully complete all required training may result in discipline, up to and including termination of employment.

B. Minimum Requirements

1. Employees in this position must be at least 18 years of age and must be a United States citizen.
2. A High School Diploma or state-issue G.E.D. is required.
3. The employee must sign a GCIC Awareness Statement⁶ regarding confidentiality of criminal justice information and criminal history record information; and abide by the stringent regulations concerning the protection of such information from dissemination to unauthorized persons.
4. First Aid and CPR certifications must be current while the employee remains in this job position. These certifications may be obtained after employment.

5. P.O.S.T. Communications Officer certification/registration is required. The certification consists of successful attendance at a 2 week training class. This certification must be obtained within 6 months of employment in this position.
6. Full-level GCIC Terminal Operator certification is required to operate the state and national crime computer terminals. The certification consists of the successful completion of a workbook, the passing of exercises, and the passing of a final certification test. The employee has 3 months (90 days) from the time material are issued to become certified.
7. Obtaining a Notary Public commission is required in order to notarize police related documents. This commission may be obtained after employment.

C. Desirable Qualifications

1. Specific experience in public safety communications, office work with phone and personal contact with the public, or experience with radio, telephone or computer equipment is desirable. The ability to work well in a high-pressure, multi-tasked environment and to perform many time-sensitive duties at one time and assign priorities to the work is especially desired.
2. A post-secondary degree, diploma, or course work from a recognized institution in criminal justice, business administration, public administration, office administration or closely related fields is desirable.
3. Training from a recognized institution or police academy in secretarial science, office administration, accounting,

informational systems, communications or closely related areas is desirable.

4. Georgia P.O.S.T. training class/certification/registration as a Communications Officer is highly desirable.
5. Written/spoken fluency in a foreign language is desirable.

61-11-98 HISTORY OF THIS S.O.P.

1. This Standard Operating Procedure was originally issued 8/1/2001.
2. This SOP was revised on 09/29/04
3. This SOP was updated on 01/16/06.
4. This SOP was updated and reviewed on 12/19/06.
5. This SOP was updated and reviewed on 08/30/07.
6. This SOP was updated and reviewed on 05/01/2008.
7. This SOP was reviewed, revised and updated on 05/29/09.
8. This SOP was reviewed, revised and updated on 02/22/10.
9. This SOP was reviewed on 01/12/2012.

61-11-99 REFERENCES

- A. Georgia Standards - 3.6
- B. Statutory Law -
- C. Case Law -