SHREVEPORT POLICE DEPARTMENT

POLICE COMMUNICATIONS OFFICER 1

DISTINGUISHING FEATURES OF THE CLASS

Employees in positions within this classification perform entry-level communications duties within the Police Department's Communications Center. Responsibilities include operating communications equipment, maintaining accurate and appropriate records, and performing a variety of essential functions in support of emergency communications operations.

Communications Officers are responsible for answering Public Safety, Emergency, and 911 telephone calls; obtaining, documenting, and relaying pertinent information; dispatching police units as appropriate; and maintaining accurate records of communications activities in accordance with established departmental policies, procedures, and standard operating protocols.

Work performed in this classification requires the ability to exercise sound judgment, maintain professionalism and confidentiality, and perform their duties accurately and effectively while responding to emergency and time-sensitive situations. They must show initiative while independently carrying out assigned responsibilities within established guidelines and standard operating procedures. Employees in this classification report to the supervisor assigned to the Communications Center, who provides direction and reviews work for accuracy, compliance with departmental procedures, and overall performance.

EXAMPLES OF WORK

The examples of work listed below are illustrative and are not intended to constitute an exhaustive list of all duties and responsibilities assigned to positions within this classification. Employees may be assigned other duties and responsibilities that are reasonably related to the functions of the position.

- Answers Public Safety, Emergency, and 911 telephone calls; obtains, verifies, and documents accurate and pertinent information from callers regarding reported incidents, emergencies, and requests for service.

- Answers and processes assigned police administrative telephone lines; accurately assesses the nature of each call and directs or transfers callers to the appropriate office, department, or emergency resource.

- Evaluates available information to determine the appropriate response; identifies and dispatches the appropriate unit(s) or transfers callers to the appropriate department, office, or resource in accordance with established departmental policies and procedures.

- Monitors the status, location, and availability of assigned units; maintains communication with field personnel; receives and processes requests for assistance; relays information, instructions, emergency notifications, and other communications as directed by supervisors or established procedures.

- Communicates with field units, other bureaus within the department, neighboring law enforcement agencies, state police, and other authorized agencies by telephone, radio, or other approved communication systems to request, provide, or exchange information related to vehicle registrations, driver's licenses, warrants, missing or runaway persons, criminal records, and other law enforcement matters.

- Organizes, maintains, and files reports, forms, cards, logs, recordings, and other official records and materials for future reference; completes required forms, reports, and other departmental documentation accurately and within established timeframes.

- Maintains accurate and timely logs, records, files, databases, and reference materials by making required entries and updating information in accordance with FBI, state police and departmental policies and procedures.

- Assists in the training and development of newly appointed Communications Officers by providing instruction and demonstrations, monitoring work performance, providing guidance and feedback, and assisting with the evaluation of training progress.

- Performs other related duties and responsibilities as assigned.

QUALIFICATION REQUIREMENTS

- Unless otherwise specified, all requirements must be met before admission to examination.
- Must be at least 21 years of age.
- Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.
- Must be able to type at least 35 wpm
- Prior to appointment must pass a medical examination assuring good health sufficient to indicate to the board and appointing authority to physical ability to satisfactorily perform the duties of the position.
- Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and passing a civil service examination for the position.

SHREVEPORT POLICE DEPARTMENT

PART-TIME CALL-TAKER

The primary duty of this position is to augment the full-time police communications staff by providing additional personnel resources. This duty is restricted to a limited number of hours per week and is assigned at the discretion of an authorized communications service bureau supervisor or the bureau commander. Variable work days, work hours, and meal hours apply to this position.

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