Job Description

Job Title:	Public Safety Communications Operator	Classification:	Classified
Department:	Police	Grade:	160
Occupational Group:	Emergency Communications	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; answers emergency calls and non-emergency call requests from citizens or agencies, operates two-way radios to answer questions, dispatches appropriate law enforcement, fire, and/or emergency medical staff; researches and verifies information for public safety staff. Researches, enters, and disseminates information from multiple databases adopted by the Joplin ECC to appropriate emergency and non-emergency personnel.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers emergency 911 phone calls; evaluates the call to determine response needed; dispatches appropriate law enforcement/fire/emergency assistance staff; records information required to document time and nature of the call and action taken.
2. Conducts computer search through local, State and national databases; provides information to the requesting officers or other public safety staff.
3. Operates teletype or FAX machine to send/request information needed by a variety of law enforcement agency/organization staff.
4. Operates two-way radios to provide information to requesting Fire Department staff or law enforcement officers and agencies to inform officers and other staff of the nature and location of calls; operates a computer terminal to enter/request law enforcement information and data; logs calls to provide a record of daily activities.
5. Answers routine phone calls on regular phone lines to respond to questions requiring general information about the Police and/or Fire Departments and the City of Joplin.
6. Enters service calls into the Computer Aided Dispatch (CAD) system, Emergency Medical Dispatch (EMD) system, RapidSOS, GEM, Records Management System (RMS), InCode, Missouri Uniform Law Enforcement System (MULES), 3SI Security System, PageGate, and other computer systems as adopted.
7. Contributes effectively to the Police Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Data entry procedures; Computer Aided Dispatch methods; emergency dispatch policies and practices; NCIC computer operation/use policies and procedures; names and locations of streets in the City of Joplin; general Police and Fire Department operations; Microsoft Office Suite.

Skill in: Communicating clearly, both verbally and in writing; establishing and maintaining effective working relationships with Federal, State, and local law enforcement officers, Fire Department and emergency response staff, and the public; communicating using standard telephone and two-way radio equipment; evaluating emergency calls and determining the appropriate response; remaining calm and calming others in emergency situations so that necessary information related to the emergency can be obtained and relayed; operating a variety of office equipment, including a FAX or teletype machine and computer terminal; data entry; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: No specific experience is required, but prefer prior experience in public safety communications or high-volume telephone customer service environments requiring data entry.

Licenses and Certifications: A valid state issued driver's license is not required; however, transportation to and from work and off-site training programs must be accomplished without impacting attendance. Must obtain certification for Missouri Uniform License Examination System (MULES), Emergency Medical Dispatch (EMD) and CPR and First Aid prior to completion of the probationary period.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Public Safety Communication testing is a requirement for this position. Must be able to work 12-hours shifts, including weekends and holidays.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	