

CITY OF NOME, ALASKA

Job Description

Communications Officer I

Range: 11

Department: Nome Police Department

Approved by: 

Reports to: Communications Supervisor

Date: 10.28.16

Supervises: N/A

Status: non-exempt

Summary: The Communications Officer I is an entry level position at the police department and functions to receive information; process the information; and dispatch appropriate public safety resources to address the issue reported. The Communications Officer I acts as the initial point of delivery of law enforcement and public safety services to the community. The Communications Officer I is distinguished by the training requirements necessary to perform the essential functions and responsibilities below.

Essential Functions and Responsibilities:

- Receives information from the public via telephone or other means; documents the information; determines the appropriate resource for the call; dispatches resources; tracks and monitors resources; and maintains communications with responders.
- Answers incoming 9-1-1 calls reporting emergencies in Nome and the surrounding region.
- Operates radios, telephones, and paging systems.
- Enters information into CAD/RMS systems; conducts inquiries in the Alaska Public Safety Information System (APSIN); and uses common computer programs to complete documents and manage data.
- Processes completed reports and documents; routes to appropriate agencies.
- Interact with other agencies to enhance working relationships.
- Maintain confidentiality of records.
- Other duties as assigned.

Knowledge Skills and Abilities:

- Aptitude for public safety with a high degree of public contact.
- Knowledge of State law and local ordinances.
- Knowledge of the purpose, organization, rules and regulations of the Nome Police Department.
- Ability to execute direction provided by superiors in both routine and stressful situations.
- Ability to analyze a situation accurately and adopt an effective course of action.
- Ability to communicate effectively both verbally and in writing.
- Ability to prioritize multiple tasks and to plan and organize personal work to effectively perform.
- Ability to remain stable, calm and make effective decisions under conditions of severe stress.
- Ability to establish and maintain positive working relationships with law enforcement personnel in other agencies; coordinate effectively with varied interest groups; and maintain effective working relationships with employees and the general public.

- Ability to operate computer programs; accurately enter data; and complete work using various software programs.
- Ability to perform the physical demands of the position.

Experience and/or Education:

- High School Diploma, GED, or equivalent.
- Minimum age 18 years.
- Accurate keyboarding skills to 40wpm required.

Certificates, Licenses, Registrations:

- None

Other Requirements:

- Must pass criminal and background checks.

Physical Demands:

To perform this job successfully, an individual must be able to perform each essential duty and meet physical demands satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must be able to:

- Meet range 'normal' vision, speech and auditory requirements;
- Stand, sit, walk, bend, carry;
- Occasionally lift up to 50 pounds;
- Use fine motor skills to operate machinery and equipment.

Work Environment: This position has a high level of contact with the public. Work is performed in a busy setting with frequent interruptions. Employee may be required to work in stressful conditions to include making immediate decisions and judgments that affect life and/or property. This position is full time with a standard work schedule; however, operational needs and emergency responses may require varied hours. Employee may be required to work holidays and overtime; or report to work on short notice.