

City of Nome – Nome 911 Center Job Description

Title:	Communications Officer II	Range/Salary:	12(A-D)
Department:	Nome Police Department	Status:	Non-Exempt
Reports to:	Communications Supervisor	Original Date:	4-25-22
Supervises:	None	Revised Date(s):	4-25-22

Summary:

The Communications Officer II is a mid-level position and performs all of the duties of a CO I. The Communications Officer II is distinguished from CO I and by the ability to train and evaluate Communication Officers I's and are certified tele communicators. CO II's should have completed a Communications Training and Evaluation Program (CTEP), but if initially hired as a CO II, they need complete such program.

Essential Duties and Responsibilities:

- Receives information from the public via telephone or other means such as walk ins, fax, statement forms, and documents the information. Determines the appropriate resource for the call, dispatches resources, monitors the resources and maintains communications with responding units.
- Answers 911 calls reporting incidents to Nome and surrounding region.
- Operates Radios, telephones, and paging system.
- Enters information into Crimestar RMS (Record Management System) and conducts inquiries on APSIN (Alaska Public Safety Information Network) as well as NCIC (National Crime Information Center.), uses other common computer programs such as Microsoft Office Suite.
- May act as the Terminal Agency Coordinator (TAC) or Alt-Tac for APSIN.
- Processes completed reports and documents and disseminates them to the appropriate agencies.
- Processes incoming court documents with extreme accuracy and enters into Crimestar RMS and the shared digital file.
- Trains Communication Officer I's during training
- Maintains a strict level of confidentiality of records
- Other duties as assigned by the Communications Supervisor or higher rank.

Supervisory Responsibilities

- None

Skills, Abilities, Qualification Requirements:

- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Ability to analyze a situation accurately and adopt an effective course of action.
- Knowledge of State laws and City of Nome ordinances.
- Knowledge of the purpose, organization, rules and regulations of the Nome Police Department.
- Ability to communicate effectively both verbally and in writing.
- Ability to maintain a sense of calmness and professionalism in high stress calls, and make effective decisions under this type of stress.
- Maintain a positive relationship with the community and law enforcement.
- Proficient with Microsoft Office Suite

Education and/or Experience:

- High school diploma or equivalent.
- One year minimum experience as a CO I or relevant field experience. One year relevant education may also suffice.

Specific Skills and Abilities to the Job:

- Minimum 50 words per minute required
- Will assist the Communications Officers III’s when needed and the Communications Supervisor
- Certified in Tele-communicator by APCO or IAED within (12 months of promotion)
- Must have no sustained complaint with a letter of reprimand or higher within (6) six months.

Physical Demands:

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.

The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Public Relations:

Public relations shall be an integral part of each employee's job. Employees shall be courteous, helpful and conduct themselves in a manner which is appropriate for an employee and public service.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position does have a high level of contact with the public. Work is performed in busy settings with frequent interruptions. Employee may be required to work in stressful conditions to include making immediate decisions and judgements that affect life and/or property. This position is full time, and employee may be required to work holidays, overtime, or report to work on short notice.

The noise level in the work environment is usually moderate.

APPROVALS			
Employee		Date	
Department Head		Date	

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.