

## **POLICE DEPARTMENT PUBLIC SAFETY COMMUNICATOR TRAINEE**

**GENERAL DUTIES:** Under the direct supervision of the Communications Supervisor and under the functional supervision of the Watch Commander, is trained to answer emergency and routine calls from the public for Police, Fire, and medical assistance and general service and dispatch necessary personnel and equipment, perform other related duties as required. Work shifts including weekends, holidays, nights and evening hours. It is expected that a Public Safety Communicator Trainee will satisfactorily complete all elements of their training program within six to twelve months.

### **GENERAL REQUIREMENTS:**

**Personal Appearance** - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

**Attendance** - Follows department/City policy in regards to punctuality and attendance.

**Compliance with Work Instructions** - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

**Safety** - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

**Internal Relations** - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

**Customer Service** - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

1. Receive telephone complaints concerning crimes, fires, medical emergencies, public works calls, and other requests.
2. Promptly and courteously obtain pertinent information regarding the calls for service utilizing proper radio/telephone etiquette.
3. Determine the priority and promptly dispatches appropriate Police, Fire and other units.
4. Maintain complete and accurate written/typed records of all calls for service and all pertinent radio transmissions.

5. Operate teletype, computer and recording equipment and performs minor daily maintenance of equipment.
6. Maintain up-to-date operating manuals, procedure manuals and training guides.
7. Process requests for warrants and record checks on persons and property. Interpret information to be returned.
8. Make computer entries.
9. Participate in training programs and utilizes acquired knowledge.
10. Perform other related work as required.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Listening, hearing and understanding.
2. Public speaking.
3. Independent decision making.
4. Interpersonal skills, e.g. compassion, empathy, patience, sense of humor, courtesy and self-control.
5. Present a positive image.
6. The use of a personal computer.

**KNOWLEDGE:** Knowledge of:

1. Modern office standards and procedures.
2. The basic functions of a police department and a 911 communications center.

**ABILITIES:** Ability to:

1. Communicate effectively both orally and in writing; use proper telephone/radio etiquette when on the phone or radio.
2. Quickly learn Federal Communications Commission rules and regulations as they pertain to emergency communications.

3. Quickly learn public safety communication systems and organization, procedures and practices.
4. Hear and understand oral and written communications.
5. Work under pressure on several tasks and resolve conflict.
6. Work harmoniously with fellow employees.
7. Make independent decisions.
8. Remain in control during difficult situations.
9. Quickly learn and follow all City and departmental rules and regulations.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or cell phone and headset
4. Pager
5. Copier
6. Calculator
7. Facsimile machine
8. Typewriter
9. Polaroid or digital camera
10. Paper shredder or cutter
11. Two-way radio
12. Specialized computer, radio and phone software
13. Police Department phone system
14. Police Department radio system
15. Variety of electronic equipment associated with the Communications Center
16. Foot pedals
17. Presentation materials, easel, video recorder, tape recorder, overhead projector, etc.
18. Variety of electronic equipment associated with the Communications Center
19. Uniform
20. Automobile

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.

2. Walking
3. Standing, for prolonged periods of time during presentations or training sessions.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Manual dexterity, using a variety of communication equipment.
13. Speed, in meeting deadlines and using office equipment.

### **SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, pager, fax machine, typewriter, copier, calculator, paper shredder, paper cutter, camera, two-way radio, automobile, etc.:

Seeing, (color) vision is necessary when working with multiple computer monitors, identifying color-coded messages or signals, or setting up communications equipment.

Speaking

Hearing

Touching, when working with multiple touch-screen monitors, setting up communications equipment, and using foot pedals.

### **ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

Indoors: Typical office conditions, over 90% of the time.

Flooring: Low level carpeting, linoleum, tile, wood, etc.

Noise Level: Conducive to office settings with phones, alarms, copiers, radios, etc.

Lighting: Conducive to normal office setting, may be dimmed for use with monitors.

Ventilation: Provided by central heating and air conditioning.

Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers, or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions traveling to meetings or seminars, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Carpet, linoleum, tile, asphalt, dirt, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise when traveling.
5. Lighting: Normal outdoor conditions, with possible exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards when utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Graduation from high school or the equivalent (ie. GED).
2. Prior 911 dispatching experience is not required. Any prior work experience or volunteer experience with a public safety agency is helpful.
3. Must successfully complete the City of Gilroy Public Safety Communicator training program in six to twelve months from date of hire.
4. Must obtain a State of California POST Dispatching Certificate within one year from date of hire.
5. Computer keyboarding at the rate of 35 net words per minute.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
7. Pass a post-offer psychological Evaluation and a medical examination, which includes a drug test.
8. Pass a POST background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, and an FBI clearance.
9. Prefer non-tobacco user.
10. Prefer bilingual (English/Spanish).

11. Must be willing to work weekends, various shifts, and holidays.