

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
\$16.32 – \$23.27	04/03

Job Classification	FLSA Status
Communications Operator	Non-exempt

Title of Immediate Supervisor
Shift Supervisor

Job Summary

Perform technical work using computer and communication technology in the receipt and transmission of public safety emergency dispatch services within established protocols.

Task No.	Description
1.	Answer emergency and nonemergency calls, determine and prioritize the level and type of response necessary, coordinate and relay information on all public safety requests.
2.	Dispatch responders; monitor and maintain status and location of responder units.
3.	Process NCIC data, conduct queries, perform data entry duties at the request of law enforcement personnel.
4.	Process medical calls utilizing MPDS EMD protocols.
5.	Prepare and maintain accurate records and logs of all radio transmissions, telephone calls, resource files, and information systems.
6.	Operate electronic telephone, radio, and computer equipment in the processing and updating of information utilizing various database systems.
7.	May be assigned to perform tactical dispatch and/or training responsibilities.
8.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

Minimum Qualifications

Graduation from high school or GED certification.

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Applicants shall not be less than 18 years of age at the time of the written examination.

Must have no convictions of any crime by any state or federal government punishable by imprisonment in a federal or state penitentiary. Any misdemeanor convictions will be considered on a case-by-case basis.

No prior experience is necessary.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, physical examination, credit check, and full criminal background.

Knowledge, Skills, and Abilities

Ability to rapidly acquire working knowledge of approved principles, practices, and procedures of communication dispatch work.

Ability to learn and apply EMD/MPDS protocols.

Ability to work in an environment under stressful conditions.

Ability to react quickly and calmly in emergency situations and deal with those requesting or requiring services in a prompt and courteous manner.

Ability to comply with orders, policies, and regulations governing the activities of the Metro Communications Agency.

Ability to establish and maintain effective working relationships within the agency and with other agencies and services served through the agency.

Ability to multitask and work independently.

Ability to problem solve, make decisions, and take necessary action per established procedures and protocol.

Ability to organize and prioritize work.

Excellent oral and written communication skills.

Keyboarding skills per testing guidelines.

Ability to stand or sit for long periods of time while talking, listening, and observing activities.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.