

Communications Specialist



Updated: November 2020

Position Title: Communications Specialist

Supervisor: Operations Manager

Position Overview: The Communications Specialist answers 9-1-1 and non-emergency telephone lines in addition to providing emergency dispatch services. The Communication Specialist operates complex communication systems to include a two-way radio system, multi-line telephone system and computer aided dispatch (CAD). This position is in the public sector, is non-exempt and represented by the collective bargaining unit.

Qualifications & Experience:

- Must be at least 18 years of age
- Education – High school graduate or equivalent
- Valid driver's license and proof of vehicle insurance
- Possess at least 1 year of customer service-related employment
- Type 35 WPM, NET
- Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.
- No disqualifying criminal history
(Applicants with a felony conviction will not be considered for the position)

Hiring Process:

Testing for this position consists of several steps, including but not limited to:

- Typing, aptitude & skills-based testing
- Dispatch observation
- Oral board interview
- Comprehensive background investigation
- Medical examination and drug screening, which includes screening for marijuana.
- Psychological examination

Job Duties:

Duties may include, but are not limited to, the following:

- Ability to learn CAD functions and commands, two-way communication radio systems, radio paging systems, telephone operation, LEADS formats, common police fire and medical terms and operation of basic office machinery.
- Appropriately triage and provide pre-arrival instructions to callers awaiting the arrival of responding emergency units (Police, Fire & EMS).
- Accurately monitor and document status of public safety field units and information on units' activities and requests.
- Process, input and extract information to the Criminal Justice Information System (CJIS).

Essential Functions and Skills:

- Ability to use a telephone, computer, and radio simultaneously.
- Ability to perform and prioritize multiple simultaneous tasks.
- Ability to collect required information quickly and accurately.
- Adapt to frequently changing workloads.
- Study and maintain familiarity with major roads, streets, industrial areas, public buildings and general geographic locations of cities, towns, and landmarks in the response jurisdiction of the partners of the District.
- Receive and relay information from other public and private organizations; notify or activate other service agencies.
- Adherence to C911CD and State of Oregon policy and procedures for confidentiality, ethics and professional standards.
- Maintain a positive customer service attitude with citizens, partners, co-workers and management.
- Ability to learn new techniques, learn to operate new equipment and software programs.
- Regular and consistent attendance. Ability to work shifts that span a 24-hour period (i.e. day, swing, and graveyard shifts) including weekends and holidays.
- Must be able to work unscheduled and/or mandatory overtime as required.
- Achieve and maintain the following certifications:
 - Basic Telecommunicator and Emergency Medical Dispatch (EMD) certification through the State of Oregon.
 - Law Enforcement Data System (LEDS) & Criminal Justice Information System (CJIS)
 - Cardiopulmonary resuscitation (CPR) & First Aid