

**SATELLITE BEACH POLICE DEPARTMENT--- POLICY AND PROCEDURE DIRECTIVE
JOB TASK ANALYSIS**

Position Covered:

COMMUNICATIONS OFFICER

Basic Description: (A short narrative describing the position and responsibilities.)

The incumbent in this position is responsible for providing a vital communications link between the police department, the general public and patrol officers in the field. This work involves the handling of emergency and non-emergency calls for service, dispatching police officers and fire/rescue personnel, receiving citizen complaints, and operating complex computer systems. The communication officer's actions and decisions bear great responsibility with regard to officer and citizen safety. The incumbent in this position will be expected to perform under high stress situations. They will also be required to deal with citizens and other police agencies on a daily basis. The Communications Officer may be assigned to various types of duty and shift hours in accordance with department needs. The Communications Officer is assigned to a superior officer who they will receive work instructions and assignments from. This employee is required to maintain state-mandated training including FCIC/NCIC operator's certification.

It is the responsibility of the officer to maintain, and take the necessary steps to improve upon, the minimum level of proficiency in job related skills, knowledge, and abilities.

The duties and tasks in this form are not intended to be all-inclusive and the employer reserves the right to assign additional duties and responsibilities as necessary.

TYPICAL DUTIES

COMPLETE PROFICENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

- Dispatch calls for service.
- Communicate with officers by radio.
- Monitor police radio for all transmissions in order to remain aware of pertinent activities.
- Monitor pertinent radio frequencies.
- Assist citizens / other agencies as necessary.
- Communicate important information to citizens.
- Notify supervisor when in need of assistance or during major events.
- Gather necessary information to enter stolen items or missing persons, intelligence bulletins.
- Properly utilizes computer databases to perform license checks, wanted/missing person's checks, stolen property checks.
- Accurately enter data and monitor FCIC/NCIC computer systems for pertinent information.
- Properly evaluates and disseminates pertinent information accordingly.
- Promptly answer 911 emergency lines.
- Dispatch fire/rescue personnel accordingly.
- Screen non-emergency calls and take messages.
- Type arrest and fingerprint cards and other required information
- Enter house checks, bicycle files, C.R. cards, F.I. cards, trespass warnings.
- Maintain accurate logs of activities.
- Work extended hours as required.
- Ability to speak clearly.
- Greet public.
- Complete and maintain a Communications Officer certificate through the Florida Department of Health testing program as required by law by October 1, 2012

USE AS MANY FORMAT SHEETS AS NECESSARY TO COVER THE OBJECTIVES AND REQUIREMENTS

Originator Init. _____ **Reviewer Init.** _____ **Chiefs' Approval** _____ **Date** _____ **Page** 1

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WRITTEN DOCUMENTATION

COMPLETE PROFICENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

Thoroughly and accurately complete reports/logs, activity cards maintenance logs, and all other department reporting documentation as required.

PUBLIC RELATIONS

COMPLETE PROFICENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

Actively assist citizens in a polite and professional manner.
Refer the public to the appropriate agencies or services.
Participate in special events when assigned.
Project an overall positive attitude of agency and profession to general public and treat public with courtesy.

MINIMUM MENTAL REQUIREMENTS

Retain information, memorize codes and signals, use reference material with ease.
Basic math skills: percentages, decimals, addition, subtraction, multiplication, division
Ability to read and to distinguish the order of numbers.
Perceptual skills Interpersonal skills, empathy, tolerance, patience, ability to get along with many cultures, assess human behavior.
Ability to control emotions and remain calm in crisis situations.
Process, organize, prioritize information; report facts chronologically.
Ability to perform under pressure; react quickly and correctly.
Have the following qualities, truthfulness, integrity, decisiveness, adaptability, and consistency.
Awareness of one's surroundings and attentive to detail.
Ability to concentrate and to keep from being distracted.
Understand nonverbal communication.
Have self-confidence and be self-initiative.
Use logic and judgement; follow directions and orders.
Sense of direction.
Listening comprehension skills.
Ability to perform different tasks simultaneously.

MINIMUM KNOWLEDGE SKILLS

Remain current in field through training, talking with others, reading. Remains aware of functions and services of agency. Professionally present information to others. Working knowledge of department policies and procedures. Demonstrate sound decision making abilities. Typing skills of 40WPM.

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MINIMUM PHYSICAL REQUIREMENTS

Keen hearing.
Communicate verbally in English with ability to enunciate.
Write legibly in English, using proper grammar, spelling, and punctuation.
Manual and finger dexterity.
Ability to sit for extended periods of time
Correctable eyesight to 20/40.
Use of two hands simultaneously.
Ability to lift 25 pounds

MINIMUM EDUCATION

Must be a high school graduate or possess a state equivalency diploma.
Training may be provided by the agency.

MINIMUM REQUIREMENTS

Must be at least 18 years of age.
Must be a United States citizen.
Must possess a valid Florida State Drivers License.
Must not have been convicted of a felony.
Must not have been convicted of a misdemeanor involving moral character or as deemed inappropriate by F.D.L.E. standards or the Chief of Police.
Must not have been released or discharged under dishonorable conditions from any of the Armed Forces of the United States.
Must pass drug screen.
May be required to successfully pass a written examination and/or oral review board.

USE AS MANY FORMAT SHEETS AS NECESSARY TO COVER THE OBJECTIVES AND REQUIREMENTS