



City of Westminster, MD

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written in this job description.

Communications Specialist I

Department: Police - Non Sworn
Pay Grade: 110
FLSA Status: Non-Exempt
Position: 302040 – Safety Sensitive
Emergency Status: Essential

**Essential employees must report to work as scheduled, and are required to stay at work for extended duty when City offices close due to inclement weather or other emergency situations.*

JOB SUMMARY

An employee in this position is responsible for answering 911 calls, dispatching officers, maintaining records, and providing routine clerical support to the Police Department.

ESSENTIAL JOB FUNCTIONS

- Operates radio equipment and receives and dispatches calls.
- Receives and logs all incoming police calls accurately.
- Makes telephone referrals for the public to other agencies, as required.
- Receives and dispatches complaints and/or information to officers on shift and provides complete and accurate details.
- Secures back-up for officers in need.
- Contacts and notifies support services as requested by the field force.
- Screens visitors, telephone calls, and incoming mail.
- Answers inquiries from local, County, State, and Federal agencies.
- Maintains a record of traffic and parking citations issued and enters and removes warrants.
- Performs NCIC/METERS computer entries.
- Records checks and disbursement of records and reports.
- Posts payments.
- Maintains a filing system of offense reports, accident reports, logs adult and juvenile arrests and car storage information into excel spreadsheet.
- Cultivates and maintains positive relationships with City staff and the public.
- Keeps informed on current department practices by attending workshops and educational programs or reading specialized literature.
- Works in a constant state of alertness and in a safe manner.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- High School diploma or General Equivalency Diploma GED; or
- Equivalent combination of education, training and related experience.

Licenses and Certifications:

- Ability to obtain NCIC, METERS and Emergency Telecommunicator certifications within six (6) months of employment and maintain these certifications throughout employment.

Knowledge, Skills and Abilities:

- Ability to act as a representative of the City to the public.
- Ability to establish and maintain effective working relationships and successfully communicate with other staff members and members of the public, especially during high pressure, high stress situations.
- Ability to maintain the highest levels of confidentiality.
- Ability to read, write, perform basic math skills, operate standard office equipment, and to understand verbal and non-verbal instructions.
- Ability to establish priorities and organize workload effectively and efficiently.
- Ability to maintain a pleasant and productive working atmosphere.
- Ability to respond properly in emergency situations and to complete assignments under pressure.
- Ability to prepare accurate and timely reports and to effectively and efficiently organize, track and maintain departmental records.
- Knowledge of the City's policies and procedures.
- Ability to keep relevant parties informed of major issues and recommend changes as appropriate.
- Ability to operate standard police equipment, including police radio and multiple line phone systems, and relevant computer systems, including hardware, software, and office machines.

Physical and Mental Demands:

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Additionally, the following physical abilities are required: fingering, grasping handling, hearing, kneeling, mental acuity, reaching, repetitive motion, speaking, standing, stooping, talking and visual acuity.

The following mental abilities are required: mental acuity (defined as the ability to make rational decisions through sound logic and deductive reasoning).

Must be able to work shift assignments covering a 24-hour/7-day period which may be changed based upon operational need and provide 24-hour call up availability in the event of an emergency or operational need.

Environment:

The work involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g. use of safe work place practice with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The City of Westminster, Maryland has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Westminster, Maryland commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.