

# City of Norman, Oklahoma

**JOB TITLE:** Communications Officer **JOB CODE:** 06  
**DEPARTMENT:** Police - Emergency Communications Bureau  
**SALARY:** \$13.73 - \$18.80 per hour  
**STARTING DATE:** ASAP  
**JOB LOCATION:** 201-B West Gray  
**WORK PERIOD:** Work Shift Varies  
Shift assignments based on the needs of the department and seniority

## **MINIMUM QUALIFICATIONS:**

**Education and Experience:** High school diploma or equivalent and any experience which provides the required knowledge, skills, and abilities. Experience answering complaints and providing information desirable. **License and Certifications:** Must become certified as an Oklahoma Law Enforcement Telecommunications Terminal Operator, Emergency Medical Dispatch and Cardio Pulmonary Resuscitation (CPR). **Skills:** Effective oral communication and interpersonal skills to elicit information and remain calm in highly stressful situations. Following oral and written instructions. Making critical expedient decisions. Operating computer terminal. Extracting information from irate and irrational individuals. Data entry at a rate of 130 k.p.m., net accuracy. **Mental and Physical Abilities:** Ability to operate and manipulate controls on multi-line telephone apparatus, computer keyboards and printers, and complex radio communications console. Ability to concentrate, handle multiple calls, and pay close attention to detail for up to 90% of the work day under stressful conditions. **Additional Information:** Applicant must receive passing score on data entry test. Final candidates will undergo an extensive background investigation. Selected candidate must pass psychological test, polygraph, and drug screen.

**DUTIES AND RESPONSIBILITIES:** **Essential Functions:** Answers 911 and non-emergency calls using central communications equipment. Maintains information regarding the activities and location of emergency personnel in the field by monitoring radio transmissions and Computer Aided Dispatch (CAD). Dispatches appropriate personnel to the proper location. Assists field personnel during fire and other emergencies. Receives and transmits alarm calls received by telephone and detecting devices. Receives emergency medical, fire, and police calls, elicits necessary information and dispatches appropriate personnel. Confirms stolen property and missing persons; enters information into NCIC via teletype. Other Major Responsibilities: Notifies departments regarding emergency messages, damage to traffic signs or lights, or any other hazards reported. Maintains various logs as required. Performs related duties as required.

## **WORKING CONDITIONS:**

Works in a busy office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, and dirt.

---

Human Resources Director/Designee (date) Department Head/Designee (date)

**January 30 through February 10, 2006**

---

RECRUITMENT PERIOD Requesting Supervisor /Designee (date)