

## **CITY OF WESTMINSTER**

www.ci.westminster.co.us

### **JOB ANNOUNCEMENT**

Human Resources Division

4800 W. 92nd Ave.

Westminster, CO 80031

24 hour job line: 303-412-8761 ext 325

Applicant Information, please email us or call 303-430-2400 ext. 2150

### **POSITION: Communications Specialist II**

REQUISITION #: 07-0620-A

SALARY RANGE\*: Training: \$34,130 - \$41,439 per year

Post Training: \$38,480 - \$49,258 per year

\*Based on previous experience

**CLOSING DATE: Thursday, July 5, 2007**

DATE POSITION OPENED: Thursday, June 21, 2007

Two full-time (40 hr/wk) benefited, non-exempt positions with the Westminster Police Department, Investigations and Technical Services Division. Hours will vary and may include evenings, nights, weekends and holidays. The City of Westminster offers a bonus of up to \$1,000 per year depending on the employee's level of fluency in Spanish, Hmong and/or Laotian.

#### **IMPORTANT NOTES**

\* City application due by midnight on the closing date along with required Police supplemental form due by 5:00 pm on the Friday after the closing date. Required documents are available online (Rich Text or PDF) or at City Hall.

\* All trainee employees must sign a work agreement with the City of Westminster at time of employment.

#### **NATURE OF WORK**

This is specialized work in telephone complaint taking, receiving, and dispatching of calls of service in the City's Emergency Public Safety Communications Center during an assigned shift. Responsible for answering and handling routine calls of service coming into the Emergency Communications Center from serious, in-progress or emergency calls as well as monitoring, transmitting and receiving radio broadcasts. Required to provide customer service to all customers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Answers incoming telephone lines via a computer aided telephone system. Receives information from the caller and records the information via a computer aided dispatch system or on forms as necessary. Determines, from the caller, the nature of the situation and the appropriate response agency or agencies. Receives information from a complainant, prioritizes necessary information into the CAD (Computer Aided Dispatch) system. Translates this information into proper radio message format. Answers incoming radio calls from field units and dispatches calls of service to patrol cars, EMS (Emergency Medical Service) units and Fire Engines. Directs, monitors and assists the various Police, Fire and EMS units. Responsible for monitoring several radio channels at a time to include other agency radio channels. Responsible for maintaining city geography and jurisdiction knowledge, any new street, business and jurisdictional changes. Assists field units on locating addresses and streets, providing additional call service information and any other needed information as requested. Responsible for managing manpower and resources for Police, Fire and EMS field units. Relays pertinent information to other law enforcement agencies and/or ambulance companies as needed. Responsible for prioritizing calls of service and prioritizing the notes of calls in the computer aided dispatch system. Also responsible for prioritizing waiting calls of service and dispatching those calls based on their urgency. Responsible for notifying Police and Fire command staff members of serious incidents. Responsible for keeping track and documenting all activities of field units. Responsible for retrieving, interpreting and relaying information from the CAD system. Sends and receives teletype messages via the Colorado Crime Information Computer (CCIC) and National Crime Information System (NCIS). Makes inquiries, entries, cancellations and modifications in the CCIC/NCIS. Understanding of basic criminal classifications and civil situations. Responsible for paging Tactical Team, Victim Advocates, Hazardous Materials Team, Dive Team and other City employees when directed.

## **OTHER DUTIES AND RESPONSIBILITIES**

Provides necessary information to maintenance crews, signal light crews, tow companies, utility companies and various other non-emergency agencies. Provides various information from CAD System to departmental employees as requested. Training new personnel on job responsibilities of Communications Specialist I and II. May lead on-going training classes for existing personnel. Provides training to non-departmental individuals as requested. Monitors CCIC/NCIC terminal for Records division after hours. Confirms municipal court warrants as necessary. Performs related work as required or directed.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Ability and commitment to support the City's core SPIRIT (Customer Service, Pride, Integrity, Responsibility, Innovation and Teamwork) values. Knowledge of computer terminal procedures for both CCIC/NCIC. Knowledge of basic computer software applications and basic computer hardware components. Knowledge of Police Department organization and operations. Knowledge of Fire Department operations. Knowledge of Police and Fire Department personnel, City personnel to include City government structure council members, etc. Ability to handle a high volume of calls at any given time. Ability to type a minimum of 35 words per minute accurately. Ability to compile logs, records and perform miscellaneous clerical work. Ability to understand and carry out or follow written and oral instructions. Ability to communicate clearly, concisely and effectively in normal, stressful and/or emergency situations, both orally and writing. Ability to communicate via radio system in a monotone, clear voice without hesitation.

Ability to establish and maintain control over situations as they develop and act quickly and calmly in emergency situations and to make quick, reasonable and effective decisions. Must be prepared to deal with abusive, antagonistic and argumentative callers. Ability to effectively and efficiently interview people in a state of crisis via telephone or Teletype Device for the Deaf. Ability to deal tactfully and courteously with the public; establish and maintain effective working relationships with superiors, fellow employees and the public.

## **MATERIALS AND EQUIPMENT USED**

Operates multiple radio channels with the use of a headset to communicate by voice to Police, Fire, EMS other City departments and other various public safety agencies. Extensive usage of up to five different computer systems at any given time or all at once accessing and entering information, dispatching and communicating with public safety units. Operates a multi-line computer aided telephone system with the use of a headset. Telephone lines include police and fire emergency lines, E-911 lines, administrative lines and direct lines to other agencies. Other equipment used or accessed includes overhead paging system, fax machine, TV/VCR equipment, and printers.

## **WORKING ENVIRONMENT**

Frequent exposure to noise levels that may cause distractions. May be confined to work area for long periods of time. Exposure to periods of high activity, emergency situations and high stress under extremely demanding conditions. Exposure to viewing various computer monitors at any given time.

## **PHYSICAL REQUIREMENTS:**

Must demonstrate the ability to meet the physical demands of the job including the ability to remain seated for long periods of time during routine, emergency and stressful conditions. Must be able to retrieve information from various locations in the office when needed. Must be able to reach for materials and computer keyboards/mouse's to access telephone or police/fire computer system. Must be able to operate telephone and computer systems under routine, emergency and high stress conditions and be able to work days, evenings, nights, weekends and holidays. Shifts will be assigned based on a seniority bid system and will rotate every four months at times working same shift for a year.

## **EDUCATION, EXPERIENCE AND FORMAL TRAINING**

Graduation from high school or possession of GED certificate; 1-2 years public safety (police and/or fire) dispatching and communications experience preferred; public contact and extensive telephone experience is necessary.

## **OTHER NECESSARY REQUIREMENTS**

Successful candidates will be required to pass an extensive background investigation, complete a polygraph exam, pre-placement physical and a substance screen prior to employment. Successful graduation from City of Westminster in-house Communications Training will be required for continued employment and promotion to Communication Specialist II.

## **EQUAL OPPORTUNITY EMPLOYER**

The City of Westminster offers Equal Opportunity for employment and advancement to all qualified applicants and employees. It is the City's policy not to discriminate on the basis of race, religion, creed, sex, age, national origin, ancestry or disability unless related to a bona fide occupation qualification. This policy applies to all aspects of employment and the provision of municipal services. The Human Resources Manager has been designated as the compliance coordinator for persons with disabilities seeking employment or access to municipal services and will provide reasonable accommodations for testing and employment to qualified applicants upon request.