

**POLICE DEPARTMENT
SENIOR PUBLIC SAFETY COMMUNICATOR**

GENERAL DUTIES: Under direct supervision of the Communications Supervisor, assist the continuous updating of the training manual and Standard Operating Procedures, and conduct training as required. Evaluate the performance of training programs. Train and evaluate all entry-level communicators and trainees in training programs. Provide input to the Communications Supervisor for subordinate communicators' evaluations. Participate in training programs. Perform the duties of Public Safety Communicator. Assume the duties and responsibilities of the Communications Supervisor when the Supervisor is absent. Work shift work including weekends, holidays, nights and evening hours.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a trainer, instruct, counsel and evaluate all newly hired communicators. Evaluate and write performance appraisals for staff they supervise.

2. Promptly and courteously obtain pertinent information regarding the calls for service utilizing proper radio/telephone etiquette.
3. Upgrade training for all communications personnel in Fire, Police, medical and local government procedures and nomenclature.
4. Prepare and analyze administrative reports as required.
5. Is responsible for updating all maps and associated reference books and materials.
6. During the absence of the Communications Supervisor, assume the duties of the Communications Supervisor by planning, assigning, scheduling and supervising the work of all Public Safety Communicators.
7. Work harmoniously with other employees.
8. Provide courteous and professional assistance to other employees and the general public.
9. Perform all related responsibilities as they pertain to Public Safety Communicator for the City of Gilroy.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Listening, hearing and understanding.
2. Public speaking.
3. Independent decision making.
4. Interpersonal skills, e.g. compassion, empathy, patience, sense of humor, courtesy and self-control.
5. Present a positive image.
6. Other skills sufficient to perform listed examples of work.

KNOWLEDGE: Knowledge of:

1. Public safety communications systems and organization, procedures and practices.
2. Modern office standards and procedures.

3. Principles and methods of supervision, training and personnel administration.
4. City personnel rules and regulations.
5. Has a thorough knowledge of the use and rules and regulations of the Gilroy Police/Fire/Computer Aided Dispatch (CAD) systems, and Santa Clara Law Enforcement Teletype System (CLETS), Police Information Network (PIN), California Law Enforcement Teletype system (CLETS) 1 and National Crime Information Center (NCIC) computer systems; with the ability to train subordinates and co-workers in their use.
6. Has a general knowledge of the Federal Communications Commission rules and regulations as they pertain to emergency communications, and the ability to train subordinates and co-workers in their policies and procedures
7. Basic use of a personal computer

ABILITIES: Ability to:

1. Communicate effectively (oral and written).
2. Communicate effectively, using proper telephone/radio etiquette.
3. Hear and understand oral and written communications.
4. Resolve conflict.
5. Work under pressure on several tasks.
6. Evaluate and counsel.
7. Train effectively.
8. Work harmoniously with fellow employees.
9. Make independent decisions.
10. Remain in control in difficult situations.
11. Complete a Police Officers Standard of Training (POST) Certified Civilian Supervisor Course.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or cell phone and headset
4. Pager
5. Copier
6. Calculator
7. Facsimile machine
8. Typewriter
9. Polaroid or digital camera
10. Paper shredder or cutter
11. Two-way radio
12. Specialized computer, radio and phone software
13. Police Department phone system
14. Police Department radio system
15. Variety of electronic equipment associated with the Communications Center
16. Foot pedals
17. Presentation materials, easel, video recorder, tape recorder, overhead projector, etc.
18. Variety of electronic equipment associated with the Communications Center
19. Uniform
20. Automobile

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking
3. Standing, for prolonged periods of time during presentations or training sessions.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Manual dexterity, using a variety of communication equipment.
13. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, pager, fax machine, typewriter, copier, calculator, paper shredder, paper cutter, camera, two-way radio, automobile, etc.:

1. Seeing, (color) vision is necessary when working with multiple computer monitors, identifying color-coded messages or signals, or setting up communications equipment.
2. Speaking
3. Hearing
4. Touching, when working with multiple touch-screen monitors, setting up communications equipment, and using foot pedals.

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile , wood, etc.
3. Noise Level: Conducive to office settings with phones, alarms, copiers, radios, etc.
4. Lighting: Conducive to normal office setting, may be dimmed for use with monitors.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers, or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions traveling to meetings or seminars, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Carpet, linoleum, tile, asphalt, dirt, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise when traveling.
5. Lighting: Normal outdoor conditions, with possible exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards when utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Graduation from high school OR GED.
2. Two and one-half years of work experience with a public safety agency performing 911 dispatching functions utilizing a computer-aided dispatching system.
3. Be off probation as a Gilroy Public Safety Communicator for at least one year, with satisfactory performance.
4. Operate teletype and computer keyboard at rate of 35 net words per minute.
5. Certified completion of all courses required for Public Safety Communicator.
- 6 Possess and maintain a valid California Driver License and safe driving record necessary to operate assigned vehicle(s).
7. Pass a POST background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, and an FBI clearance.
8. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
8. Prefer bilingual (English/Spanish).
10. Prefer non-tobacco user.