

NEW CASTLE COUNTY GOVERNMENT

Number 0015

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CLASS SPECIFICATION

Date 12/7/06

Title: RADIO COMMUNICATOR

Approved:



GENERAL STATEMENT OF DUTIES: Main responsibilities are to operate a two-way radio in the receipt and transmission of calls from and to the Special Services Department crews and perform office work of limited complexity; secondary responsibilities are to dispatch crews and equipment as necessary, monitor the automatic vehicle locator (AVL) system and monitor telemetry and the security camera system;; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class records information received through radio communications and notifies the most readily available and appropriate supervisory personnel of any requests. This employee performs office work and customer information duties for the Department of Special Services. This employee also performs routine dispatching work by telephone or radio and performs monitoring responsibilities of the Special Services Department radio communications, AVL system and security camera system. This employee also records information concerning calls and complaints, analyzes problems and takes appropriate action. Given the independent nature of this position, a considerable amount of decision and judgment may be required in coordinating and dispatching crews. Instructions are given for new assignments and work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Receives, records and transmits communications between the Special Services Department's field units and the base station using the department's radio communications system;
- Notifies the appropriate individuals of any problems or concerns from the field units and relays back the proper instructions and information;
- Answers telephone calls pertaining to emergency or routine requests, provides general information and forwards calls as necessary;
- Records all information concerning calls and complaints;
- Performs office tasks as assigned;
- Monitors the AVL system for the department;
- Monitors the security camera system for the department;
- Monitors telemetry, annunciator and computer for sewage pumping stations, treatment plants and alarms;
- Determines by inquiry the exact type and location of the incident or request for service and dispatches the proper crew and/or equipment;
- Dispatches all mobile units;

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CLASS SPECIFICATION

Date DRAFT

Title: RADIO COMMUNICATOR

Approved:

Charlotte L. Currell

- Maintains operating ledger for mobile units showing location of units in field at all times.
- Prepares reports and other necessary related data;
- Greets and meets with visitors to address customer problems and concerns for the Department of Special Services;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of modern office practices and procedures; ability to operate a two-way radio or other telecommunications system; good knowledge of Federal and State regulations governing transmissions by radio; thorough knowledge of the highway and street systems in the County; alertness and skill in detecting scope and magnitude of an emergency; ability to type at a reasonable rate of speed; ability to maintain effective working relationships and to communicate courteously and effectively with employees and the general public; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least one year experience in radio communications and general customer service activities and completion of a standard high school course or GED certificate program; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

HISTORY OF REVISIONS:

Established: 07/01/92
Revised: 03/01/96
Revised: 11/01/97
Revised: 05/01/01
Revised: 11/29/06