

# NEW CASTLE COUNTY GOVERNMENT

Number 1075

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## CLASS SPECIFICATION

Date 08/13/07

Title: POLICE COMMUNICATIONS SPECIALIST

Approved:

*Charles L. Powell*

GENERAL STATEMENT OF DUTIES: Receives, processes, and prioritizes emergency incident information and dispatches the appropriate police units necessary to respond to the incident in conjunction with the County-wide electronic computer-aided 9-1-1 emergency communications system; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work in the Police Communications Section of the Emergency Communications Division. The work involves receiving and processing emergency incident information, assigning and coordinating the appropriate police units necessary to respond to the incident, and monitoring and assisting police units as needed. The employee utilizes a computer-aided dispatch (CAD) system computer, an Automatic Vehicle Locator computer system, a laser disc mapping system, associated terminals and printers, other related hardware, various radio systems, and other computerized information systems, such as the Delaware Justice Information System (DELJIS), the National Crime Information Center (NCIC) System, and the National Law Enforcement Telecommunications System (NLETS). The employee serves as liaison with local, state, regional and federal law enforcement agencies and other public safety agencies. Responsibilities include working with the Enhanced 9-1-1 system to research the origin of calls and initiate call-back on disconnected calls as needed. Responsibilities also include coordinating, maintaining, and disseminating a wide variety of logistical support information and operating a mobile communications unit as needed. Work is performed under the general supervision of the Police Communications Supervisor or other designated supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Receives, processes, and prioritizes emergency incident information;
- Dispatches and coordinates the appropriate police units necessary to respond to emergency incidents;
- Monitors and maintains a constant update of all mobile units in service in the field including their status, location, and conditions;
- Utilizes a variety of computer systems, ancillary equipment, printers, radios and telephones to carry out the work;
- Researches the origin of calls and initiates call-back on disconnected calls using the Enhanced 9-1-1 system;
- Reviews operating procedures, reference materials, maps, directories, emergency and disaster plans, training information and other information;
- Updates and maintains supplemental information such as premise history information, geographic file information, and other work-related information;
- Provides information on special hazards to field units;
- Keeps records on incidents and statistics and prepares reports concerning the work;
- Initiates the start-up and maintains the daily operation of the data processing system;
- Utilizes the Automatic Vehicle Locator to determine the location of vehicles and the closest available unit to dispatch to an incident;
- Responds to "Officer-in-Trouble" alarms received through the Automatic Vehicle Locator system and portable radio alarm system and coordinates the proper response;

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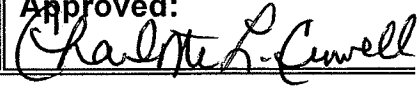
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- Utilizes the laser disc computer mapping system as an aid in determining the exact location of an incident;
- Logs on all units on each shift;
- Compiles reports from the Teleserve Information System as a back-up to the regular assigned Police Officer;
- Initiates and disseminates General Broadcast information regarding stolen vehicles, wanted and missing persons, and crime suspects;
- Maintains radio contact with, and coordinates activities of, special operations units, undercover units, stakeout units, drug teams, warrant teams, and emergency response teams;
- Utilizes Delaware Justice Information (DELJIS) computer terminal to access and research information on motor vehicles, complaint history, wanted persons, criminal history, and other information and to access the National Crime Information Center (NCIC) for similar information and disseminates this information in accordance with regulations and procedures;
- Initiates and/or receives calls from, and maintains contact with, suicidal subjects, barricaded subjects, and hostage takers until emergency response personnel are on the scene and continues hostage negotiations as needed until the situation is resolved;
- 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;

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of the geography, streets, roads, and highway system of New Castle County; good knowledge of federal and state regulations governing radio transmissions; good knowledge of public safety services; alertness and skill in detecting the nature and magnitude of emergencies; ability to speak calmly and clearly in an emergency situation; ability to work with computer systems and related equipment, information systems, multiple telephone lines, and radios; ability to exercise sound judgment and to carry out functions effectively under stressful conditions; ability to develop effective working relationships with others; courtesy and tact in dealing with the public; ability to type at least 30 words per minute; bilingual ability may also be required.

**ACCEPTABLE EXPERIENCE AND TRAINING:** At least one year experience as an Emergency Call Operator or at least one year experience in radio communications in the fire, medical, or police services, and completion of a high school diploma or GED.

**ADDITIONAL REQUIREMENTS:** Must pass a Class III County physical examination, background check and psychological examination. Successful completion of on-the-job training classes is also required.

### HISTORY OF REVISIONS:

Established: 04/05/93  
Revised: 07/01/97  
Revised: 05/01/01  
Revised: 08/13/07