



Code: 8625
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: EMERGENCY MANAGEMENT COMMUNICATIONS OFFICER

CHARACTERISTICS OF THE CLASS

Under supervision, staff the Office of Emergency Management and Communications (OEMC) 24-hour watch desk in the Operations Center (OC), functioning as communications officers, receiving, monitoring and processing information via various computer systems, radios and surveillance cameras relating to special events, emergencies and other situations impacting public safety, and performs related duties as required

ESSENTIAL DUTIES

- Receive and monitor communications from a variety of sources regarding emergency events, severe weather conditions, power outages, special events, and other significant local, national, and international incidents that may impact the City and its residents
- Monitor news media channels and other communications on various systems to remain abreast of developing or ongoing emergencies, major traffic incidents, and other significant events
- Notify OC Watch Manager, OEMC responders, City officials, and state and federal authorities of emerging and active emergency events and situations, using established notification protocols
- Provide support to OEMC field responders by relaying and coordinating requests for additional resources to City departments, utility providers, and other private and public sector agencies
- Maintain communications with field responders to track emergency events in progress and to ensure requested resources are being deployed to support response and recovery operations
- Track emergency management events and resource requests and maintains an event tracking database to document response operations
- Maintain a daily log of events to document all activities including sent notifications during assigned watch
- Prepare and distribute to appropriate personnel a daily report summarizing planned city-wide events, street closures, and related information impacting public safety and city traffic
- Monitor city's surveillance cameras in the central business district and archive video footage
- Update and maintain database to keep current records of emergency assets and emergency contact information

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- High School Diploma or equivalence certificate (GED), plus two years of experience performing fast paced, high volume public contact work, or two years of emergency management or emergency communications experience

Licensure, Certification, or Other Qualifications

- None

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WORKING CONDITIONS

- General office environment
- Emergency communications facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- emergency management response planning, notification procedures, and protocols
- geographical locations in the City

Some knowledge of:

- City traffic operations and street systems
- applicable computer equipment and software
- radio, telephone, and computer-aided dispatch communications systems and their operation
- methods, practices, and terminology used in dispatch communications in real time response situations

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

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- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

April, 2012