



Code: 8601
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: POLICE COMMUNICATIONS OPERATOR I

CHARACTERISTICS OF THE CLASS

Under supervision, receives, processes, and relays requests for police, fire, or emergency medical services and/or non-emergency requests for alternate response public safety services or assistance, and performs related duties as required

ESSENTIAL DUTIES

- Receives incoming emergency 9-1-1 calls from persons requesting public safety services or assistance
- Receives incoming calls from 3-1-1 or other city numbers from persons requesting non-emergency public safety assistance
- Solicits descriptive information to determine the nature of requests and the gravity and location of incidents, including potential threats, risks, or hazards that responding police units may encounter and to determine the best way to provide service
- Processes calls involving non-English speaking, excited, or suicidal individuals
- Enters incident or service request information using a computer console and forwards to Police Communications Operator II for dispatching
- Operates a two-screen police dispatch console and telephone equipment to receive and process 9-1-1 calls
- Forwards requests for fire and emergency medical services to fire dispatch operations
- Determines whether callers have been the victim of a crime or the subject of a non-criminal incident
- Uses the Incident Reporting Guide to determine the proper primary and secondary classification of criminal and non-criminal reports
- Completes case reports using the Automated Incident Reporting Application (AIRA) or the Miscellaneous Incident Exception Report
- Uses the Police Computer Aided Dispatch (PCAD) system to create a computerized event of non-emergency incidents so a Records Division (RD) number can be assigned
- Enters motor vehicle thefts or stolen vehicle parts into Law Enforcement Agencies Data System (LEADS)
- Mails Victim Information Notices (VINs) for all completed reports
- Returns phone calls to citizens who opted to leave a message rather than waiting for an officer
- Relays information regarding incidents to citizens, other communications operators, department officials, or other agencies, as required
- Provides on-the-job training for new hires, as required

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 work experience performing high volume public contact work that requires soliciting information either in-person, via telephone or radio, **or** two years of work experience conducting telephone interviews and/or surveys, **or** one year of work experience in receiving and processing or dispatching emergency calls, **or** one year of professional law enforcement officer experience; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- As of the date of application, candidates must have reached their twentieth birthday
- Successful candidates must complete a computerized, job simulation/skills assessment test with multiple components including a keyboard exercise which requires a typing speed of thirty (30) words per minute, a drug screen, and a background investigation
- LEADS certification is required prior to completion of probationary period
- Persons offered employment must pass all pre-employment exams prior to appointment

WORKING CONDITIONS

- Emergency communications facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Computer-aided dispatch system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone, instant recall recording devices, TTY communications equipment for the hearing impaired)

PHYSICAL REQUIREMENTS

- Ability to sit for extended periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- geographical locations in the City

Some knowledge of:

- applicable computer equipment and software
- communications equipment and devices including telephone, and computer-aided dispatch communications systems and their operation
- emergency management response planning, notification procedures, and protocols
- law enforcement procedures related to police operations and police dispatching

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

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
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
- CONCENTRATE - Concentrate on a task(s) over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- CONCERN FOR OTHERS – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
- SELF-CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior

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.

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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
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