



Code: 8602
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: POLICE COMMUNICATIONS OPERATOR II

CHARACTERISTICS OF THE CLASS

Under general supervision, performs dispatching duties, communicating with police units via radio, telephone, or computer-aided dispatch systems to dispatch assignments, and performs related duties as required

ESSENTIAL DUTIES

- Dispatches field units to reported incidents of crime or emergencies requiring police services
- Prioritizes events to manage police resources optimally and without risking public safety
- Uses a computer-aided dispatch system with interactive mapping capabilities to enter dispatch information
- Operates radio, telephone, and computer console equipment to dispatch or broadcast assignments
- Receives information and requests for additional personnel and equipment from field units
- Informs field units of potential threats, risks, and hazards (e.g., involvement of weapons, hazardous materials, violent subjects)
- Dispatches police technicians, specialists, and investigators to incident locations
- Monitors the status of dispatched assignments
- Receives information requests from field units and relays information to supervisory personnel
- Receives requests for police, fire, or emergency medical services from the public
- Forwards calls not related to police services to the appropriate agencies
- Solicits descriptive information from callers to determine locations and nature of problems
- Uses GPS to track field unit movement
- Provides on-the-job training of 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 three years of work experience performing high volume public contact work that requires soliciting information either in-person, via telephone or radio, **or** three years of work experience conducting telephone interviews and/or surveys, **OR** eighteen months work experience in receiving and processing or dispatching emergency calls **or** eighteen months 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 dispatcher system (e.g., headset, three-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, TTY communications equipment for the hearing impaired)
- Two way radio

PHYSICAL REQUIREMENTS

- Ability to sit for extended periods of time

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

Considerable knowledge of:

- geographical locations in the City

Moderate knowledge of:

- applicable computer equipment and software
- communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- methods, practices, and terminology used in dispatch communications in real time response situations
- emergency management response planning, notification procedures, and protocols
- law enforcement procedures related to police operations and police dispatching

Some knowledge of:

- City traffic operations and street systems

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

Other knowledge as required for successful performance in the Police Communications Operator I class

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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *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

Other skills as required for successful performance in the Police Communications Operator I class

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 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 abilities as required for successful performance in the Police Communications Operator I class

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

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Other work requirements as required for successful performance in the Police Communications Operator I class

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
December, 2018