



Communication Officer  
City of Dallas Police Department

## **JOB SUMMARY**

This position is responsible for emergency and non-emergency calls for service. Dispatch emergency and non-emergency personnel.

## **MAJOR DUTIES**

- Operate multi-line telephone console, radio system and TDD system for the deaf and hearing impaired.
- Translate information to the appropriate codes.
- Monitor and operate a radio console and computer equipment.
- Receive and respond to a variety of emergency and non-emergency services and complaints.
- Create and maintain logs of all calls received
- Determine the type of emergency and its location and decide the appropriate response on the basis of agency procedures.
- Dispatch and coordinate the responses of officers.
- Enter and modify information into local, state, and national computer databases.
- Record and maintain details of calls, dispatches and messages.
- Enters, updates and retrieves information from GCIC/NCIC and CJIS networks regarding vehicle registration, driver's license information, wanted persons, stolen property, stolen vehicles, missing persons and runaways.
- Performs other related duties as assigned.

## **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of federal and state laws and departmental policies and procedures.
- Knowledge of geography and boundaries of the City of Dallas.
- Knowledge of computerized databases and teletype operations.
- Knowledge of dispatch codes.
- Skill in decision making.
- Skill in oral and written communications.
- Skill in maintaining good public relations with the citizens of the City of Dallas.
- Skill in the proficient use of departmental specific software.
- Continuing training as mandated by GCIC and Georgia POST to maintain all certifications required by law.

## **SUPERVISORY CONTROLS**

The Communications Director assigns work in terms of general instructions. The work is reviewed for compliance with procedures and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include state and federal laws, departmental policies and procedures. These guidelines are generally clear and specific, but may require interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied administrative and technical duties.
- The variety of emergency situations and frequently changing laws and guidelines contribute to the complexity of the work-related duties.

## CONTACTS

- Contacts are typically with co-workers, the general public, other public safety and law enforcement personnel, health service and support workers, business and community members, and representatives of the court system.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while secured office setting but does require standing, and walking with intermittent stooping and physical activity.
- The employee must lift light and heavy objects, use tools or equipment requiring a high degree of dexterity.
- The work is performed indoors.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work and be able to answer questions and resolve problems.
- Ability to meet current requirements set forth in GCIC Council Rules.
- Ability to pass a criminal background investigation.
- Ability to pass a psychological evaluation, polygraph evaluation, medical screening and drug screening.
- Ability to successfully complete departmental on the job training.
- Must pass Georgia POST Communications training school.