

DRAFT – June 26, 2018

PUBLIC SAFETY JOB FAMILY – COMMUNICATIONS OFFICER

JOB FAMILY CONCEPT: The Public Safety job family is responsible for all aspects of regulatory and legal enforcement and providing a safe campus, institution, and community. Public Safety roles provide environmental health safety and evaluation, emergency preparedness, training and guidance, and protection for students, staff, faculty, general public and environment.

COMMUNICATIONS OFFICER

The Communications Officer role provides emergency and non-emergency dispatching of calls. The Communications Officer operates a variety of communication equipment including, but not limited to radios, telephones, surveillance, and computer systems. Employees in these roles must pass a background investigation and be able to perform shift work.

COMMUNICATIONS OFFICER 1

Typical Functions

- Monitors central alarm statuses
- Monitors video surveillance
- Dispatches and routes emergency and non-emergency calls
- Monitors status of public safety personnel responding to calls to ensure their safety
- Assists walk up traffic
- Prepares documentation of incidents
- Utilizes databases to enter and retrieve information
- May supervise student employees
- May train new employees

Complexity and Decision Making Authority

Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and documents and determining which guidelines are most effective out of those available.

Knowledge, Skills, and Abilities

Excellent verbal and written communication skills. Active listening skills. Excellent customer service skills. Multi-tasking skills. Ability to enter and retrieve information accurately. Ability to learn department specific software and databases. Ability to use a multiline phone system and multichannel radio system. Ability to act calmly during stressful situations.

Education/Experience

High school graduation or the equivalent.

License/Certification

NCIC or other applicable certification, or the ability to obtain certification within 6 months of hire may be required.

COMMUNICATIONS OFFICER 2

Typical Functions

- Performs functions of level 1, in addition to supervising and assigning the work of those at level 1 and other employees.
- Creates work schedules and is responsible for performance management

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- Analyzes data, creates plans, and provides input to departmental planning
- May perform administrative functions

Complexity and Decision Making Authority

Interprets situations and determines which guidelines are most effective out of those available.

Knowledge, Skills, and Abilities

Leadership and supervisory skills. Excellent verbal and written communication skills. Active listening skills. Excellent customer service skills. Ability to enter and retrieve information accurately. Ability to learn department specific software and databases. Ability to use a multiline phone system and multichannel radio system. Ability to act calmly during stressful situations.

Education/Experience

High school graduation and three to five years of progressively responsible relevant experience, or an equivalent combination of education, training, and experience.

License/Certification

NCIC or other applicable certification required.