

# City of Macon, Missouri – Job Description

## Communications Officer – Full Time

**Department:** Police Department

**FLSA Status:** Non-Exempt

**Salary Range:** \$21,702 - \$29,385

**Date:** 03/01/2021

**Reports To:** Chief of Police

**Employee Position:** Full-time/Regular

**Classification:** Hourly

**Approved By:** Avis Marshall, City Administrator

### SUMMARY

A communications officer answers emergency and non-emergency phone calls, ranging in nature from noise complaints to serious crime reports. These officers receive, categorize, and monitor calls and dispatch radio communications to the appropriate department personnel by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

**Essential duties and responsibilities include but are not limited to the following:**

- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze, and anticipate caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch officers to calls for service, determine call priority and communicate officer safety information
- Monitor and operate a radio console and computer equipment
- Translate information to the appropriate codes
- Locates files and attaches appropriate file to correspondence
- Compose and type routine correspondence
- Answer telephone and give information to callers or routes calls to appropriate personnel
- Greet visitors, ascertains nature of business, and directs visitors to appropriate personnel
- Maintains MULES/CJIS security training and operator certification
- Enters and modifies information into local, state, and national computer databases
- Assist with the training of dispatch/communications personnel as needed
- Make copies of correspondence or other printed materials and needed
- Dispatch and coordinate the responses of public safety and criminal justice agency
- Maintain network security and strict confidentiality
- Assist the administrative assistant with completing clerical tasks as assigned
- Perform other duties as assigned

### EDUCATION/EXPERIENCE

- High School diploma or equivalency

## **LICENSES / CERTIFICATIONS / REQUIREMENTS**

- Proof of citizenship and/or eligibility to legally work in the United States of America
- Must submit to and pass a pre-employment drug test and background check
- Must comply with Employee Policy Manual residency requirements within sixty (60) days from date of hire
- Valid Missouri driver's license
- MULES Operator Certification or willing/able to obtain

## **KNOWLEDGE OF**

- General office procedures and office equipment
- Two-way radio policies and procedures
- Computer data entry
- Jurisdictional boundaries of the City as well as street names and locations, landmarks, etc.

## **SKILLS AND ABILITIES**

- Operate computers and other general and specialized office equipment
- Read and comprehend basic work instructions written in standard business English
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Communicate information and ideas orally and in writing to coworkers, supervisors, city officials, citizens, and other personnel
- Write clearly and spell correctly in standard business English
- Read and interpret maps, instrument readouts, and pictorial materials
- Select the most appropriate action to be taken or procedure to be used to perform the job (problem solving ability)
- Organize and plan daily work activities (organizational skills)
- The ability to think quickly and work under stressful situations
- Ability to interact with people to include strained or violent personal contacts and conflict situations
- Be thorough and accurate in performing work activities (attention to detail)
- Add, subtract, multiply, and divide using whole numbers, fractions, decimals and percentages
- See things clearly that are within arm's reach (near visual acuity)
- See things clearly that are beyond arm's reach (far visual acuity)
- Hear
- Judge distance and depth (depth perception)
- Manipulate objects using the fingers and hands (finger and manual dexterity)
- Sit and stand for extended periods
- Walk, run, kneel, stoop, twist, and bend
- Lift and/or carry equipment or other objects weighing up to 50 pounds

## WORK ENVIRONMENT

The characteristics listed here describe the work environment the employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee:

- Works in an office environment
- Is exposed from quiet to moderately noisy environment
- May be required to work extended hours and/or rotating shift schedules
- Is sometimes required to work more than 40 hours each week

## QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below confirms that I have read and comprehend the requirements of holding this position with the City of Macon with the understanding that other duties may be assigned and, if hired, I agree to carry out the duties and responsibilities of the position.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Adam Dawdy, Chief of Police

\_\_\_\_\_  
Date

\_\_\_\_\_  
Avis Marshall, City Administrator

**The City of Macon, Missouri, is an Equal Opportunity Employer and promotes a drug free environment.**

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**