



**CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT**

Police Chief: John Fitzgerald

GENERAL ORDER: 4-5 COMMUNICATIONS CLERK

DATE: 7/8/2016 Pages: 2 ◇ New ◇ Amended ◆ Revised 4-5

I. INTRODUCTION

The communications clerks occupy critical positions in that they provide for officer safety during various enforcement actions and are the first point of contact with Village residents who telephone the Village both in emergency and non-emergency situations. These are non-sworn positions.

II. POSITION DESCRIPTION

It should be noted that the position description reflects illustrative examples of work performed. It is descriptive, not limiting, and is not intended to describe all the work performed.

A. General Purpose

This is a sedentary position which requires the performance of a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

B. Supervision Received

Works under the close supervision of the Lieutenant and the Police Chief.

C. Supervision Exercised

None.

D. Essential Duties and Responsibilities

1. Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay;
2. Dispatches police and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation; ensures the presence of reserve units by contacting personnel designated for call

-back; relays information as required;

3. Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains ongoing contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as street lights out and streets closed and keeps emergency personnel informed; notifies Public Works of maintenance needs;
4. Maintains dispatch center work area and equipment in clean and working condition;
5. Operates radios as needed and assists in radio communications; operates base radio as required;
6. Operates listed office machines as required;
7. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content accuracy, and completeness;
8. Inputs data to standard office and department computers and forms; makes simple postings to various reports; compiles and tabulates data;
9. Maintains dispatch documents and records; prepares Village case reports;
10. Normally, works a rotating shift.

E. Peripheral Duties

1. Monitors activities in the Village Hall, receives information from citizens and residents, takes appropriate action;
2. Assists in training new employees.
3. Issues a variety of permits: parking, alarm, solicitors, etc.

F. Desired Minimum Qualifications

1. Education and Experience

- a. Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping; and,
- b. One (1) year of increasingly responsible related experience, or any equivalent combination of related education and experience.

2. Necessary Knowledge, Skills, and Abilities

- a. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices; typing skills – 30 wpm desirable;
- b. Some skill in the operation of the listed tools and equipment; ability to handle multiple tasks simultaneously;
- c. Ability to *pleasantly, helpfully, patiently and* effectively meet and deal with the public; ability to communicate effectively both verbally and in writing; ability to handle stressful situations.

d. Special Requirements

No convictions involving felonies, crimes of violence (whether felony or misdemeanor), or crimes involving dishonesty, deceit, moral turpitude, firearms or illicit drugs.

G. Tools and Equipment Used

Communications Phone Systems, including CODY RMS and CAD, personal computers; lap-top computers; copy machine; fax machine; radio system; other specialized equipment, not limited to the above.

H. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is frequently required to sit, talk, and

hear. The employee is often required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Work is occasionally performed in stressful situations.

2. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

I. Work Environment

1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. The noise level in the work environment ranges from quiet to moderately noisy.

J. Selection Guidelines

1. Formal application. Rating of education and experience; oral interview and reference check. Job related tests may be required.
2. 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 logical assignment to the position.
3. The job description does not constitute an employment agreement between the Village and the employee and is subject to change by the Village as the needs of the Village and requirements of the job change.

This directive voids the previous version dated 7/26/2012..