



## JOB DESCRIPTION

**JOB TITLE: Communication Support Officer - 27580**  
**DEPARTMENT: Law Enforcement Support Agency**  
**REPORTS TO: Supervisor, Communication**  
**Classified position, EEO cat 3, Med group III**

### **SUMMARY:**

As part of the Law Enforcement Support Agency (LESA), and under the direction of the Communication Supervisor, this classified position performs responsible and complex work in the Emergency 911 Communications Center processing citizens' non-emergency calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies.

### **ESSENTIAL FUNCTIONS:**

Serve as primary communication link between the law enforcement agencies and citizens of Pierce County, operating within the established procedures and policies of the Tacoma Police Department and Pierce County Law Enforcement Agencies. Answer calls and questions with a clear, well-modulated and pleasant voice. Receive incoming calls on non-emergency lines; determine type of service or information required; obtain and process required information and transmit to appropriate communication officer or dispatcher according to established guidelines and procedures for priority, non-emergency or emergency calls; initiate requests for services for routine calls received.

Work under stress with accuracy in a calm and efficient manner remaining emotionally detached while understanding a caller's emotional state and accurately recording verbal conversations. Respond to situations in a positive and efficient manner.

Communicate with citizens, various police agencies, Tacoma Police Department and Pierce County Sheriff's Offices and various other agencies to provide and receive information and services as requested or required; provide excellent customer service.

Provide training and orientation to new employees; conducts tours of the LESA Communication Center for citizens, fire department personnel, law enforcement groups and others as directed.

Prepare a variety of reports such as general police reports and sheriff reports, theft inventory reports; 911 trouble reports and others as required; prepare various forms as required.

Operate a variety of communication equipment such as Remote Computer console, personal computer, (ALI) Automatic Location Identifier, (ANI) Automatic Number Identifier, TDD, Teleprinter and Insta-Call Recorder.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 15 hours.

**QUALIFICATIONS:**

Graduation from high school or equivalent.

**Is this position closely, moderately or minimally supervised?** Minimally

**Please explain:** Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Supervisors when questions/concerns arise.

**Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)?** Yes  No

**Does this position have access to confidential information?** Yes  No  **If yes, please explain:**

**Does this position have access to or handle company funds?** Yes  No  **If yes, please explain:**

**Is it important to this position that the incumbent be able to communicate fluently in English?**

Yes  No  **If yes, please explain:** Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Possess and maintain a valid Washington Driver’s License and provide own transportation for offsite Meetings and to respond to court presentations. Satisfactory background investigation which may include a polygraph examination.

**KNOWLEDGE AND EXPECTATIONS:**

Understand emergency services, communication codes, procedures, and geography of area served.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Prepare clear and concise reports using law enforcement report preparation procedures.

Perform limited clerical duties such as filing, duplications and typing.

Work appropriately with confidential material and information.

Keyboarding at 45 words net per minute from clear copy.

Work with speed and accuracy.

Follow safety rules and regulations.

Provide training and orientation to peer employees.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, police radio, and teletype.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

**WORK HOURS:**

8 hour or 10 hour shift with 30 minute lunch break and two fifteen minute breaks which can be taken five minutes per hour or in a 15 minute segment. Work 40-hour shift anytime during a seven-day period including holidays. Rotate through a relief shift.

**PHYSICAL REQUIREMENTS:**

Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for eight hour periods, continuous contact with monitors/CRTs, and noise from communications and office equipment.

Headsets have suppressors to protect ears from feedback; fully adjustable ergonomic chairs; adjustable workstations have a variety of lighting according to individual preference; wrist rest, footrest, and non-glare computer screen.

**WORKING ENVIRONMENT:**

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

Check physical demands that apply. Describe job responsibilities that require physical demands checked.

Standing	<input checked="" type="checkbox"/>	<u>0</u> % of time	Kneeling	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<u>5</u> % of time	Crouching	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<u>95</u> % of time	Crawling	<input type="checkbox"/>
Lifting	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Reaching	<input checked="" type="checkbox"/>
Pushing	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Handling	<input type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Speaking	<input checked="" type="checkbox"/>
Pulling	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Hearing	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>		Seeing	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>		Depth perception	<input type="checkbox"/>
Stooping	<input checked="" type="checkbox"/>		Color vision	<input type="checkbox"/>

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: \_\_\_\_\_

REVIEWED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: Mike Carson, Deputy Director

DATE: December 17, 2011

Adopted: 3/10 per resolution 764