

BISHOP POLICE DEPARTMENT  
Communications Operator

Definition

To receive all incoming calls for emergency and non-emergency assistance and dispatch necessary units; and to perform a variety of general support duties related to communications activities and Police Department office operations.

Examples of Duties

1. Receive emergency calls from the public requesting police, or other emergency service; determine nature and location of emergency, determine priority, and dispatch police, emergency units as necessary, or transfer calls to appropriate agency in accordance with established procedures.
2. Receive emergency fire service calls and dispatch for local fire department and surrounding communities.
3. Maintain contact with all units on assignment; maintain status and location of police field units.
4. Monitor radios for a variety of outside public agencies, coordinate calls and relay information and assistance requests; obtain and provide teletype information and use hot line as needed.
5. Operate Police Department telephone switchboard, including 911 emergencies, and refer or patch calls as appropriate; answer non-emergency calls for assistance; provide general information to the public.
6. Perform a variety of record keeping, indexing (filing), and other general office work required to document dispatch activities and provide assistance to the Department.
7. Operate teletype and computer to enter, modify, and retrieve data such as records pertaining to stolen and recovered property, driver license and vehicle registration information and warrants on wanted persons.
8. Enter, update and retrieve information from computer and teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
9. Monitor police activities by using remote video inside and outside the Bishop Police Department, including: booking cell, detention center, parking lot and front entrance.
10. Contact and notify business owners of alarms; contact owners when stolen or lost property is found.

11. Maintain and update dispatch and officer logs; issue and maintain logs of arrest numbers.
12. Receive payments and issue receipts for fingerprinting; impound fees, restitution, and other fees.
13. Perform related duties as assigned.

### Qualifications

#### Knowledge of:

Basic office methods and procedures including but not limited to filing, telephone etiquette, and office machine operation.

#### Ability to:

1. Speak clearly and precisely.
2. Learn and effectively apply standard broadcasting procedures and rules.
3. Learn local geography.
4. Type accurately at a speed necessary for adequate job performance; approximately 50 wpm or more.
5. Operate computer terminal and other office equipment quickly, accurately, and at times, concurrently.
6. Compile and maintain records and files.
7. Understand and follow oral and written instructions.
8. Spell accurately.
9. Work various shifts as assigned.
10. Dispatch police units quickly and effectively.
11. Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
12. Effectively communicate with and elicit information from upset and irate citizens.
13. Exercise independent judgment and work with a minimum of supervision.

## Experience

Any combination of experience and training that would likely provide the required knowledge and abilities. Must be age 18 at the time of appointment, have a high school diploma or GED, and a valid class 'C' license. The selected applicant must receive satisfactory results from a thorough background investigation and a physical examination that includes a drug screen.

## Terminology:

<b>Term</b>	<b>Description</b>
Not Present	Activity or condition does not exist.
Rarely	Activity or condition exists up to one-sixth of the time.
Occasionally	Activity or condition exists up to one-third of the time.
Frequently	Activity or condition exists from one-third to two-thirds of the time.
Constantly	Activity or condition exists two-thirds or more of the time.
Required	Must be able to perform activity or perform subject to condition.

## Physical Demands:

- **Standing – Frequently.** To maintain the entire body in erect posture without change in location, but often in conjunction with walking. The worker stands while doing many jobs including greeting visitors. Ability to perform equivalent to standing in a wheelchair or other device acceptable.
- **Walking – Frequently.** Movement of the entire body for certain distances using a heel/toe gait. The worker walks while moving between tasks and while performing some tasks that require short trips out of the office. Ability to perform equivalent to walking in a wheelchair or other device acceptable.
- **Sitting – Required.** The ability to rest weight on buttocks and back of thighs while legs are bent at the knees. Most tasks are performed while sitting.
- **Driving – Not Present.**
- **Lifting – Occasionally.** The exertion of physical strength necessary to move objects from one level to another and often used in conjunction with carrying. Lifting is used when filing and when using or moving office supplies. About 90 percent of all lifting is 0 to 10 pounds, 10 percent of all lifting is 10 to 25 pounds.
- **Carrying – Rarely.** Used in conjunction with walking, and often with lifting, weight is either held or rested directly on hands, arms, shoulders and back.

As with lifting, it is estimated that about 90 percent of all carrying is 0 to 10 pounds, 10 percent of all carrying is 10 to 25 pounds.

- **Pushing and Pulling – Not Present.** The exertion of force upon or against an object in order to move it away and/or draw or haul toward oneself. Except very light pushing and pulling such as required to open and close office drawers and cabinets, pushing and pulling is not present.
- **Bending – Frequently.** The ability to flex the under-trunk forward with knees extended, standing with knees flexed or while sitting. Bending is frequently required when picking items off the floor or when filing.
- **Twisting at the waist – Frequently.** Rotation of the entire body to a change in direction.
- **Stooping – Not Present.**
- **Kneeling – Occasionally.** Positioning the body with one or both knees fully flexed and resting on a level surface.
- **Crawling – Not Present.**
- **Climbing – Not Present.**
- **Balancing – Not Present.**
- **Reaching Overhead – Frequently.** Positioning arms with any degree of elbow flexion in front of the body.
- **Reaching below waist level – Required.** Positioning arms with extension of elbows below waist level.
- **Handling – Required.** Items handled include papers, folders, boxes, pencils, pens, paperclips, and other office equipment and supplies.
- **Fine finger and hand dexterity – Required.** Flexion and extension of the fingers with opposition of thumb. Fine finger and hand dexterity is utilized when doing paperwork.
- **Gross hand and finger dexterity – Required.** Flexion and extension of fingers and with the opposition of the thumb while using the palm of the hand.
- **Hand and wrist movement – Required.** Average hand and wrist movement is used in all phases of this job.

- **Vision – Required.** The worker will use average visual acuity in order to complete all job tasks.
- **Hearing – Required.** The worker uses average hearing ability in order to communicate with others.
- **Speech – Required.** The worker uses average verbal communication skills to communicate with the public and other workers.

**Environmental Factors:**

- Environmental factors that are **not present** include: unprotected heights, being around moving machinery, exposure to dust fumes, smoke, gases or other irritants. driving automotive equipment, exposure to excessive noises, exposure to radiant or electrical energy, confined spaces, exposure to sewer gases, methane, hydrogen sulfide, carbon dioxide, exposure to solvents, grease or oils, exposure to slippery or uneven walking surfaces, working below ground, working with combustible materials and gases, excessive vibration, and working with hands in water or other substances.
- **Unusual fatigue factors – Constantly.** Almost constant use of keyboards and other tasks that have the potential to cause repetitive stress injury are required.
- **Working in close proximity – Required.** About 50% of the work is with at least one other person.
- **Working inside – Required.** The work setting is in a typical office setting.
- **Working outside – Frequently.** Short trips are required out of the office.
- **Temperature –** The office is normally climate controlled to typical office temperatures. Outside work can require worker to be outside for short periods in temperatures below freezing and above 100 degrees Fahrenheit.