Employment Opportunities with the City of Creston

Communications Specialist - FT – 911 Dispatcher
Communication Specialist – PT – 911 Dispatcher

Job description, qualifications and other requirements are posted on the City website: www.crestoniowa.gov and at www.iowajobs.org

Please submit resume and complete application at the Creston Police Station – 302 N. Pine St. Creston, IA 50801 or call 641-782-8402 for additional information.

EOE
Deadline: November 6, 2012 at 2 PM

FIRE/EMS
911
POLICE
DISPATCH
CRESTON/UNION COUNTY LAW ENFORCEMENT CENTER

PROBATIONARY

Effective Date	Number

Subject
Job Description - Communication Specialist - (Probationary)

Reference	Special Instructions

Distribution	Reevaluation Date	No. Pages

General Statement of Duties: Receives training in and performs beginning level work in the use of communications equipment.

Supervision received: Works under close supervision of an administrative or technical supervisor.

Supervision Exercised: None

Examples of Duties: (Any one position may not include all of the duties listed nor do the listed examples include all duties which may be found in positions of this class).

Receives training in, and receives and transmits radio messages to and from units operating in the field.

Receives training in answering incoming telephone calls and ascertains the nature of problem and its location; receives training in dispatching necessary personnel and equipment; refers calls of a more difficult and questionable nature to a supervisor of the department involved.

Monitors security system of Court House and takes action according to established procedure.

Maintain logs of radio communications in the location of personnel and equipment; maintains records according to established methods and procedures.

Receives training in and acts as a reference source for units in the field; operates teletype and terminal as necessary.

Broadcasts information to field units such as pick-up notices for wanted persons, stolen cars, pages out – medical, fire and law enforcement personnel for calls for service.

Performs a variety of clerical duties such as typing and filing.

Performs related work as required.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Some knowledge of modern office practices and procedures. Ability to learn the operation of a variety of communications equipment. Ability to react effectively in emergency and stress situations. Ability to perform work requiring good hearing, good diction, and a clear voice. Ability to follow verbal and written instructions. Ability to learn the county's geography. Ability to establish and maintain effective working relationships with professional staff; other agencies, and the public.

Education: High School graduation or equivalent.

Experience: One year of experience which has provided a familiarity with record keeping and telephone procedures,

OR

Any equivalent combination of education and experience.

Effective Date	Number

Subject
Job Description - Communication Specialist

Reference	Special Instructions

Distribution	Reevaluation Date	No. Pages

General Statement of Duties: Performs technical work in the use of communications equipment.

Supervision Received: Works under the general supervision of a technical or administrative supervisor.

Supervision Exercised: Serves as a lead worker over personnel as assigned.

Examples of Duties: (Any one position may not include all of the duties listed nor do the listed examples include all duties which may be found in positions of this class).

Receives and transmits radio messages to and from units operating in the field.

Answers incoming telephone calls and ascertains nature of problem and its location; dispatches necessary personnel and equipment; refers calls of a more difficult or questionable nature to a supervisor of the department involved.

Monitors security system of Court House and takes action according to established procedures.

Maintains log of radio communications and the location of personnel and equipment; maintains records according to established methods and procedures.

Trains new personnel in the use of communications equipment, record keeping systems, reference materials, city and county geography and related skills.

Acts as a reference source for units in the field; operates teletype and terminal equipment as necessary.

Broadcasts information to field units such as pick up notices for wanted persons, stolen cars, pages out – medical, fire and law enforcement personnel for calls for service.

Performs related work as required.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills, and Abilities: Working knowledge of street system and physical layout of the city, county and the environs. Working knowledge of communications equipment. Working knowledge of modern office practices and procedures. Skill in operating a variety of communication equipment. Ability to react effectively in emergency and stress situations. Ability to perform work requiring good hearing and good diction, and a clear voice. Ability to follow verbal and written instructions. Ability to establish and maintain effective working relationships with professional staff; other agencies, and the public.

Education: Graduation from high school or equivalent. (Additional education at the college level is preferred). Must be certified through the Field Services Bureau of the Iowa Department of Public Safety.

Experience: On year or experience in a position equivalent to that of a probationary communications specialist.

or

Any equivalent combination of education or experience.