

# **City of Cordova Position Job Description**

## **Communications Clerk**

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DEPARTMENT: POLICE  
SUPERVISOR: DISPATCH SUPERVISOR  
CLASSIFICATION: FULL TIME, OVERTIME ELIGIBLE, IBEW BARGAINING UNIT  
HOURS: SHIFT WORK TO INCLUDE DAYS, EVENINGS, NIGHTS, WEEKENDS AND HOLIDAYS

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### **SUMMARY**

The Communications Clerk performs communication tasks for public safety emergency response in the City of Cordova.

### **GENERAL STATEMENT OF DUTIES**

Serves as primary communication and information source for Public Safety responders. Performs support tasks for individuals incarcerated in the municipal jail facility.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Receives, relays, and transmits emergency and non-emergency calls for service to police, fire, ambulance, and other public service agencies.
- Ascertains crucial information relative to each situation and ensures timely dissemination to responding entities.
- Monitors police radio and 911 calls for service; documents radio transmissions, telephone calls and related information into electronic logbooks.
- Prioritizes information received from multiple sources for a single event.
- Maintains incidence reports of received complaints.
- Provides staff support to the municipal jail facility, to include monitoring inmates via closed circuit video, delivering meals, responding to inmate calls, conducting jail checks and cleaning cells.
- Participates in Emergency Management exercises.
- Responds to citizens' questions and comments in a courteous and timely manner.

### **MINIMUM QUALIFICATIONS**

- A. High School Diploma or GED.
- B. Valid Alaska Driver's License.

### **NECESSARY COMPETENCIES (KNOWLEDGE, SKILLS, ABILITIES, BEHAVIORS)**

- A. Thorough knowledge of police radio communications and police records.
- B. Excellent interpersonal, problem-solving, and verbal and written communication skills.
- C. Skill in assessing situations and reacting in a calm, rational, professional manner.
- D. Ability to manage multiple tasks and prioritize activities according to emergency needs.
- E. Ability to maintain composure and use diplomacy and tact when dealing with public.
- F. Ability to carry out orders with precision and speed and make quick and accurate decisions.
- G. Ability to comprehend and comply with state laws and regulations.
- H. Ability to handle all information from the public in a responsible and confidential manner.
- I. Ability to maintain a positive work atmosphere by acting and communicating in a manner that is respectful and fosters teamwork.
- J. Demonstrated integrity, ingenuity, and inventiveness in the conduct of assigned tasks.

### **REQUIRED TECHNICAL SKILLS**

Thorough knowledge of computers, retrieval of computer information and electronic data processing and transmission; proficient in a Windows environment, including word processing and spreadsheet software; knowledge of general office practices.

### **LEGAL REQUIREMENTS**

As a condition of employment, this position is subject to a pre-employment drug screening and a background check (criminal history, verification of education and employment history).

### **WORKING CONDITIONS**

Work is accomplished in a general office setting. Work is scheduled in accordance with round-the-clock shift coverage and requires the ability to work nights, weekends, and holidays.

### **PHYSICAL DEMANDS OF POSITION**

Capable of sitting for extended periods of time. Clarity of speech and sufficient hearing, with or without reasonable accommodation, which permits the employee to explain laws and ordinances. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to move about in an office environment.

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

essential functions. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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