

City of Cordova Position Job Description

Communications Clerk Leader

DEPARTMENT: POLICE
SUPERVISOR: POLICE CHIEF
CLASSIFICATION: FULL TIME, OVERTIME ELIGIBLE, IBEW BARGAINING UNIT
HOURS: 0800-1700 MON-FRI, EVENINGS, NIGHTS, WEEKENDS AND HOLIDAYS AS NEEDED

SUMMARY

The Communications Clerk Leader manages the daily activities of public safety dispatch and the local Alaska Department of Motor Vehicles (DMV) branch operations.

GENERAL STATEMENT OF DUTIES

Supervises a team of communications clerks providing 24-7 emergency response dispatch, communications, and record keeping activities; oversees local DMV services provided to the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Directs duties and activities of the communications clerks to include scheduling shifts and assigning routine work and special projects.
- Responsible for researching and obtaining grant information in relation to ongoing and future projects/needs of the department.
- Serves as Alaska Public Safety Information Network (APSIN) Terminal Security Officer; providing APSIN-related training and support; maintains certification information for all Department personnel that access APSIN.
- Reviews dispatch radio and telephone logs, calls for service and initiation of case files; identifies incidents or trends not meeting procedural standards; conducts follow-up or training as necessary.
- Provides staff support to the municipal jail facility, to include monitoring inmates via closed circuit video, delivering meals, responding to inmate calls and conducting jail checks; performs searches of same gender prisoners when needed.
- Maintains and ensures security of personal information records and National Crime Information Center (NCIC) System.
- Oversees the logistics and operations of the Department of Motor Vehicles (DMV).
- Serves as a backup to the Motor Vehicle Customer Service Clerk
- Liaises with local Magistrate and District Attorney regarding court and departmental matters.
- Interfaces with the public, businesses, service providers, juvenile authorities, other organizations and State agencies.
- Performs Communications Clerk responsibilities as necessary.
- Participates in Emergency Management exercises as required.

MINIMUM QUALIFICATIONS

- A. High school diploma or GED.
- B. One (1) year of experience as a public safety or police dispatcher.
- C. Completion of National Incident Management System (NIMS) compliant, online independent study courses within 6 months of hire.
- D. Must obtain DMV certification within one year of hire.

PREFERRED QUALIFICATIONS

- A. Two (2) years reception/administration experience.
- B. Two (2) years' supervisory experience.
- C. Additional training in emergency dispatching, employee supervision and/or instruction.
- D. First aid and/or CPR certification.

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 work under pressure for extended periods of time.
- F. Ability to maintain composure and use diplomacy and tact when dealing with the public.
- G. Ability to carry out orders with precision and speed and make quick and accurate decisions.
- H. Ability to comprehend, interpret and apply state and federal laws and regulations.
- I. Ability to handle police evidence in a responsible and confidential manner.
- J. Ability to maintain a positive work atmosphere by acting and communicating in a manner that is respectful and fosters teamwork.
- K. Demonstrated integrity, ingenuity and inventiveness in the conduct of assigned tasks.

REQUIRED TECHNICAL SKILLS

Advanced knowledge of basic computer and technical skills, retrieval of computer information and electronic data processing and transmission; ability to operate radios; proficient in a Windows and Outlook environment, including word processing and spreadsheet software; ability to type at a minimum rate of 40 words per minute; knowledge of general office practices.

LEGAL REQUIREMENTS

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

WORKING CONDITIONS

Work is accomplished in a general office setting. Requires an ability to remain alert and at a high level of performance while in a sedentary position for extended periods of time. Works with others in functional areas and occasionally into other areas, provides cross-functional support. Irregular schedules may be required to ensure coverage of round-the-clock operations, requiring the ability to work evenings, 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, permits the employee to explain laws and ordinances. Sufficient manual dexterity, with or without reasonable accommodation, permits the employee to operate standard office equipment. Ability to lift 50 pounds. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, permits the employee to move about in an office environment.

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 accommodation 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.