



City of Annapolis
Office of Human Resources
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Position Vacancy Announcement

Internal or External Applicants Only

Position	Police Communications Operator I	Opening date	December 9, 2020
Department	Police	Closing date	December 23, 2020
Salary range	\$45,757 - \$77,135 (A09)		

JOB SUMMARY

Receives and dispatches emergency and non-emergency messages in the Police Communications Center during an assigned shift; and does related work as required.

ESSENTIAL JOB FUNCTIONS

- Provides communication support to the police department in a 24 hour communications center;
- Monitors radio communications of officers in the field and maintains a current record of movement, location and involvement of assigned units;
- Assists Police Officers in locating streets and addresses;
- Dispatches police vehicles and officers and enters into computer;
- Maintains accurate account of the current location of patrol cars;
- Assists Police Officers in locating streets and addresses;
- Maintains radio dispatch records;
- Answers incoming radio calls from police units;
- Receives and relays police information to the FBI, State Police, local and out-of-state police departments, and various other law enforcement agencies;
- Obtains information by computer requested by patrol officers such as license plates, checks for stolen cars and checks wanted persons by name and date of birth;
- Enters and removes requested files and information, including search warrants, stolen autos, stolen items, and missing persons into the Meters and NCIC database;
- Notifies ambulances, towing services, road maintenance crews, signal lights crews, the Fire Department, Public Works Department and/or the emergency medical team units as necessary;
- Operates two-way radios, teletype machine, MILES communications terminal, teleprinter, telephone and related communications equipment;
- Monitors the reception intercom after hours and holiday/weekends;
- Monitors the prison cell block via remote cameras after hours and holiday/weekends;
- Prepares and maintains necessary records and reports;
- Determines by inquiry the location of the place or point of emergency and dispatches the proper unit or units;
- Transmits such messages as may be necessary in conducting operations at point of emergency;
- Transmits special information through wired and radio communications systems of the City to various units;
- Maintains an accurate account of assigned and available police resources;

- Maintains a current record of movement, location and involvement of assigned units;
- Assists with training of new operators and serves as supervisor in the absence of the trainer; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience

High School Diploma or an acceptable equivalency diploma (GED); and one (1) year of in radio-telephone communications.

Special Qualifications:

Possession of an NCIC and Meters Certification.

Knowledge, Skills and Abilities:

- Knowledge of emergency call and dispatching work, including operation of telephone systems, voice recorders, computer terminal, radio system and related equipment;
- Knowledge of the geography, streets, highways and landmarks of the City;
- Knowledge of or ability to learn fire, emergency medical services or police department procedures, methods and priorities;
- Knowledge of federal and state regulations governing transmission by radio;
- Knowledge of police functions and operations, relevant law, police and departmental procedures;
- Ability to obtain essential information from persons in emergency situations and to analyze same;
- Ability to react calmly, quickly and decisively to stressful situations;
- Ability to convert voice data to typed legible copy at a reasonable rate of speed;
- Ability to convert voiced data to typed legible copy at a rate of 30 words per minute;
- Ability to communicate clearly and concisely with a well-modulated voice under emergency conditions;
- Ability to understand and follow moderately complex oral and written instructions;
- Ability to coordinate routine and emergency repair efforts for equipment and related radio or telephone circuits;
- Ability to maintain records and prepare reports as required;
- Ability to operate small office equipment, including copy machines or multi-line telephone systems;
- Ability to operate computers for data entry, word processing and/or accounting purposes;
- Ability to operate highly technical computer applications, such as GIS or CAD; and
- Ability to operate and small/light equipment, such as power tools.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- **Balancing ability:** sufficient to maintain body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing ability:** sufficient to ascend or descend ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.

- Crawling ability: sufficient to move about on hands and knees or hands and feet.
- Crouching ability: sufficient to bend the body downward and forward by bending leg and spine.
- Feeling ability: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Dexterity ability: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Handling ability: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing ability: sufficient to perceive the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Kneeling ability: sufficient to bend legs at knee to come to a rest on knee or knees.
- Lifting ability: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Pulling ability: sufficient to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing ability: sufficient to use upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching ability: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking ability: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing ability: Particularly for sustained periods of time.
- Stooping ability: sufficient to bend body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; to read and write reports, correspondence, instructions, etc.
- Walking ability: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

WORKING CONDITIONS

Work is performed in an environment where errors on their part can lead to significant physical or mental consequences for them or others.

APPLICATION PROCESS

Candidates must complete a City of Annapolis application form. The form must be postmarked or received in the City of Annapolis Department of Human Resources' office by 4:30 pm on the closing date. Applications may be completed online at <https://www.annapolis.gov/237/Jobs-with-the-City>. Applications must be filed online by the closing date.

All qualified applicants will receive consideration for employment, without regard to political or religious opinion or affiliation, age, race, creed, color, sex, national origin, marital status, physical or mental disability, sexual orientation, sexual identity or genetic information. The City of Annapolis is an Equal Employment Opportunity/ADA Compliant Employer.