

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

COMMUNICATIONS CENTER SPECIALIST 1

DEFINITION

Comprehends and communicates emergency, public safety and criminal justice related data via telephone, a variety of telecommunications methods and two-way radio. Makes immediate independent decisions and takes decisive action to preserve life and property; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Maintains security and ensures operation of the communications center at all times.

Continually aware of peace officer's safety and takes appropriate action.

Receives, interprets and determines priority data for transmission.

Obtains, organizes and disseminates confidential criminal data and records, emergency and disaster information, traffic and traffic safety information; incorrect decisions may result in human injury or death.

Compiles and constructs information on persons wanted for major crimes, stolen vehicles and property, missing persons and other similar matters.

Determines proper response procedures, personnel and equipment.

Summarizes and documents all telecommunications and related information.

COMPETENCIES REQUIRED

Knowledge of departmental information dissemination and security policies and procedures.

Knowledge of the general geographic area of the state and the specific assigned geographic area of the respective center, such as highways and roads, cities and towns, terrain and landmarks, etc.

Knowledge of principles of criminal and vehicle law and related terminology.

Knowledge of the procedures used in entering and retrieving information from the IOWA System, National Crime Information Center System (NCIC), and the National Law Enforcement Teletype System (NLETS).

Ability to reason logically and to verbally communicate information distinctly, concisely and non-emotionally under extreme stress.

Ability to quickly research, interpret and understand information and to logically record it with accurate and full meaning.

Ability to interpret coded information and to translate and transcribe with rapidity.

Ability to effectively deal with people from all sectors, including medical, professional, criminal and the general public under diverse and often stressful circumstances.

Ability to work irregular hours for extended periods of time without loss of effectiveness.

Ability to operate all communications center equipment.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or GED.

SPECIAL REQUIREMENTS

Ability to pass a thorough background investigation by the Division of Criminal Investigation.

Ability to pass a physical and psychological evaluation provided by the Department of Public Safety which includes normal hearing with a loss not exceeding a twenty-five decibel average in either ear at 500, 1000, 2000, and 4000 cycles, vision corrected to 20/20 and normal speech.

Effective Date: 5/06 CH