

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**COMMUNICATIONS CENTER SPECIALIST 2**

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**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.

Receives child and/or adult abuse calls, obtains report data from complainant using specified guidelines for forwarding to Case Workers.

Monitors the computerized switching system, isolating system problems and notifying proper repair services.

Receives road report data from other communications centers, condenses information and enters it into the computer system for agencies, state and nationwide on an ongoing basis.

Monitor and run cross checks for IOWA System entries.

Receive and enter into the IOWA System all Department of Natural Resources and Department of Transportation warrants.

Provide paging service for various state agencies.

Monitor towed vehicle files.

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).

Knowledge of the laws regarding child abuse as well as the procedural guidelines of Child Protective Services.

Knowledge of the operation of the computerized switching system, line diagnostic and monitoring equipment, and the CRT terminals.

Knowledge of NLETS broadcast criteria to determine if incoming messages meet prescribed standards and warrant disseminations.

Knowledge of the structure of the NAWAS and IAWAS circuits; chain of command and operating procedures for the Office of Disaster Services.

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 work alone and independently on a regular basis.

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**

Two years of full-time (or equivalent part-time) experience as a Communications operator, dispatcher, or radio operator in a city, county, state, federal, commercial or industrial communications center;

OR

any equivalent combination of education and experience on the basis of one year of full-time experience equals 30 semester hours of college level course work in law enforcement or a related field with a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes experience equal to 12 months of full-time work as a Communications Center Specialist 1 shall be considered qualified.

### **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