

MAJOR FUNCTION

This is specialized work receiving, prioritizing, researching, and relaying information over a public safety communications system involving multiple channels. Work is performed according to departmental and section rules, regulations and procedures. Supervision is received from a supervisor who reviews work methods and records for accuracy and effectiveness, and for adherence to rules, regulations and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

On an assigned rotating shift (including weekends and holidays), operates and monitors a public safety communications system that allows contact with police officers and other emergency service agencies in support of in-progress and recently occurred incidents. Answers incoming phone calls from law enforcement and other support personnel in regard to in-progress incidents and ongoing investigations. Utilizes, monitors, and maintains a variety of law enforcement databases. Obtains pertinent information and relays it to appropriate law enforcement personnel. Maintains logs and files (e.g., shift summaries, database logs) in compliance with CJIS requirements. Analyzes law enforcement data from a variety of sources such as reports, databases, public safety communication systems, and law enforcement personnel. Notifies supervisor of all equipment malfunctions, problems, or any calls of a serious, unusual, or life-threatening nature. May serve as a training analyst, training new employees in the Real Time Crime Center role, documenting performance, and providing input for continued employment during the formal training period. May work shifts of various lengths including, but not limited to, 8 hours, 10 hours, 12 hours or more, depending on the assignment and operational needs of the Department. May also work at any time during a 24-hour period, including shifts during the day, afternoon, or overnight. Performs related work as required.

Other Important Duties

Makes correlations to reports from previous activities, other agencies, and law enforcement personnel. Prepares and reviews reports and bulletins for distribution.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of research concepts and techniques. Knowledge of investigative and identification methods and techniques. Knowledge of use and application of related computer programs. Knowledge of the methods and procedures of operating radio transmitting and receiving equipment. Ability to establish and maintain effective working relationships as necessitated by work assignments. Ability to organize, communicate and present clear, concise and factual oral and written reports and recommendations. Ability to listen, comprehend and retain job-related information. Ability to prioritize and make fast and accurate decisions. Ability to react quickly and calmly in emergencies. Ability to perform multiple duties simultaneously. Ability to effectively communicate orally, verbally and in writing with coworkers, law enforcement personnel, and supervisors. Ability to maintain a variety of logs. Ability to efficiently and effectively utilize resources. Skills in basic typing. Skills in the use of various law enforcement databases. Skills in the operation of radio transmitting and receiving equipment. Skills in data entry.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience that includes the operation of radio transmitting and receiving equipment, one year of which must be in emergency transmitting and receiving, or three years of public contact work that

included providing customer service; or successful completion of sixty (60) semester hours or ninety (90) quarter hours at community college, college or university; or a certified law enforcement officer with eighteen (18) months of law enforcement experience; or an equivalent combination of training and experience.

Necessary Special Requirement

Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be required to complete and pass a Truth Verification Examination and a pre-employment psychological examination prior to an employment offer being made.

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