

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**COMMUNICATIONS OPERATOR**

Civil Service Status: Open-Competitive  
Probationary Period: One (1) Year  
Classification Series: Police-Civilian Non-Sworn  
FLSA Status: Non-Exempt

Bargaining Unit: Police Officers' Association  
Approved by City Council: December 7, 2009  
Resolution No.: 2009-122

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under supervision of the Communications Operation Supervisor and Police Management, this non-sworn, non-peace officer, uniformed position is responsible for performing a full range of radio-telephone operational duties in dispatching public safety, employees and equipment and performs other related work as required.

**EXAMPLE OF DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Receives, identifies and accurately evaluates emergency and routine calls for police services, refers calls to other agencies and makes required notifications as appropriate.
- Maintains status of all equipment within the system as to location and availability, ensuring optimum coverage is achieved throughout the system;
- Determines appropriate employees, and equipment to be dispatched using radio and/or computerized systems;
- Relays, follows, repeats and remembers moderately complex oral and written instructions, information and directions;
- Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action;
- Performs multiple, routine and complex dispatch tasks simultaneously;
- Responds calmly and effectively in emergency and stress situations;
- Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing minor maintenance as required;
- Studies, reviews, and trains in communications and Police Department operations to develop a complete and accurate concept and understanding of the nature of work;
- Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills;
- Possesses a high level of awareness to all police activity and effectively anticipates and plans for probable tasks which will require immediate action;
- Works with geography/street files and reads maps, manuals, notebooks, memorandums, policies & procedures and posted information;
- Monitors appropriate police, emergency radio systems;
- Monitors facility security and various alarm systems;
- Performs research and clerical work such as preparation of logs, reports, forms and update of information and files in a timely manner;

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**COMMUNICATIONS OPERATOR**

Civil Service Status: Open-Competitive	Bargaining Unit: Police Officers' Association
Probationary Period: One (1) Year	Approved by City Council: December 7, 2009
Classification Series: Police-Civilian Non-Sworn	Resolution No.: 2009-122
FLSA Status: Non-Exempt	

(Continued)

- Process, record and enter reports as required into various Law Enforcement and other related data bases;
- Trains new operators when required;
- May serve in the booking of prisoners when requested by the supervisor;
- Assumes responsibility for ensuring the duties of their position, that they are performed in a safe, and efficient manner;
- Performs other related duties as assigned or as the situation requires;

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Office procedures, practices and equipment;
- Correct grammar usage, punctuation, spelling and vocabulary;

**Skills:**

- Possess skills to word process general correspondence, spread sheets, and reports using a special communication computer equipment and software application;
- Skilled in resourcefulness and organization, initiative and self motivation;
- Touch type at least 30 words per minute while conversing on telephone and/or radio;

**Ability to:**

- Accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure;
- Accurately assess problem and understand needs and situations;
- Acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives;
- Act in a decisive manner, good judgment, common sense and reason;
- Anticipate needs and evaluate alternatives and contingencies;
- Control conversations, quickly gathering pertinent and relevant information;
- Deal tactfully and courteously with the public;
- Develop knowledge of cooperating agency procedures and resources-mutual aid;
- Exercise tact & diplomacy, striving to promote a positive & cooperative atmosphere;
- Hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately;
- Learn police equipment and resource capabilities and develop strategy for various types of emergencies;
- Learn new information and initiate improvements in technical and procedural areas;
- Learn rules, policies & procedures quickly and to interpret them correctly;

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**COMMUNICATIONS OPERATOR**

Civil Service Status: Open-Competitive  
Probationary Period: One (1) Year  
Classification Series: Police-Civilian Non-Sworn  
FLSA Status: Non-Exempt

Bargaining Unit: Police Officers' Association  
Approved by City Council: December 7, 2009  
Resolution No.: 2009-122

(Continued)

- Maintain emotional stability, patience, loyalty and commitment to the organization;
- Quickly and accurately follow written and oral instructions;
- Rapidly & accurately operate complex computerized & mechanical equipment;
- React quickly, efficiently and calmly in emergencies & stressful situations;
- Read and discern visual images on a variety of media including multiple screens;
- Read and understand street maps, learn and retain a workable knowledge of cities, roadways, major buildings and geography of system and surrounding jurisdictions;
- Speak clearly, distinctly and correctly with good modulation;
- Take initiative and exercise dependability, maturity and self-confidence;
- Take notes, organize information & thoughts and develop notebooks, projects, records and reports;
- Understand, retain and repeat simple and complex oral and written instructions;
- Use work time properly and productively, producing high quality, accurate work;
- Work in confined quarters for extended periods of time;
- Work rotating shifts, including nights, weekends and holidays;
- Attend training classes in communications;
- Work overtime as requested or in emergencies;
- Actively participate in an extensive, comprehensive on the job training program;
- Handle confidential information with discretion;
- Communicate effectively both orally and in writing;
- Effectively handle stressful situations;
- Assume responsibility for maintaining a safe working environment;
- Establish smooth working relationships and resolve interpersonal conflicts;
- Develop necessary skills from on the job training and meet standards of performance for the classification by the end of the probationary period;

**Education and Experience Guidelines** – *Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

- Graduation from high school or attainment of GED (General Education Degree) or CHSPE (California High School Proficiency Examination);

**Experience:**

- One (1) year of general clerical experience involving public contact and including or supplemented by the operation of telecommunication equipment.

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**COMMUNICATIONS OPERATOR**

Civil Service Status: Open-Competitive  
Probationary Period: One (1) Year  
Classification Series: Police-Civilian Non-Sworn  
FLSA Status: Non-Exempt

Bargaining Unit: Police Officers' Association  
Approved by City Council: December 7, 2009  
Resolution No.: 2009-122

**License:**

- A valid California Class C Driver's License and a satisfactory driving record.

**Special Requirements:**

- A Communications Operator must be able to work a rotation shift, nights, weekends and holidays and have a Police Department security clearance;
- Requires wearing uniforms, headsets and working in a closely situated work area;
- Must pass a Police Department background check;
- Must attend mandated Public Safety Dispatching course;
- Must obtain the P.O.S.T. Public Safety Dispatcher Certificate prior to the completion of the probationary period;

**Desirable Qualifications:**

- Prior experience in two way radio operation in a public safety emergency communications dispatch system;
- Knowledge of computer video terminal operations;

**Physical Requirements:**

- Must meet approved physical and pre-placement medical standards for the position.

**Bilingual Pay:**

- Employees who qualify and are certified to speak Spanish may be eligible to receive bilingual pay;