

MOOSE JAW POLICE SERVICE Position Description

Communications Officer Call Taker

Function:

Receives and evaluates requests for police assistance; enters appropriate information on Computer-Aided Dispatch (CAD); takes reports; provides information, advice, and assistance to members of the public and police personnel in a polite and professional manner; performs clerical duties; operates computer information systems.

Accountability:

The Communications Officer-Call Taker is accountable to the Team Supervisor.

Primary Tasks:

Receives, evaluates, records, and assists with requests for emergency or non-emergency service; promptly direct enters all necessary information and details into the Computer-Aided Dispatch system (CAD); assesses call priority according to established guidelines; gathers all pertinent details; evaluates the situation for the safety of the caller, victim, public, and police officer as appropriate.

Responds to inquiries and requests from the public by the telephone and the front counter in a courteous, understanding and empathetic manner; transfers calls and makes referrals to the appropriate resource as required.

Relays assistance requests from members of the Police Service to the appropriate areas; keeps informed of major incidents, circulations, or problem areas and ensures that subsequent information is correlated to the incident.

Maintains knowledge of responsibilities for Code situations, major incidents and disasters by reviewing orders, directives, memos, and policy on a regular basis and performs accordingly; informs the supervisor of all major or newsworthy occurrences, serious offences or dangerous situations.

Performs the duties of the Communications Officer-Dispatcher as required.

Receives, verifies, and transcribes information for police case reports and investigative documents; enters correct information into the Police Service Records Management System.

Retrieves, enters and removes data on the Justice Automated Information Network (JAIN) in accordance with standard operating procedures.

Performs duties involving the operation of the Canadian Police Information Centre (CPIC) computer system by:

- a) querying, retrieving, entering and removing data as required;
- b) validating entries according to CPIC and Police Service procedures;
- c) entering, and logging data pertaining to court orders (warrants of arrest, probation, prohibition, etc.);
- d) communicating with and responding to inquiries and requests from other police agency(s);
- e) ensuring CPIC filing is up-to-date and in accordance with Police Service procedures.

Ensures monies collected for final notices, warrants, or on behalf of outside police agencies is accounted for and forwarded to the appropriate section or agency; performs routine clerical work as required.

Searches female prisoners when required.

Completes additional training and assignments as directed.

Position Dimensions:

Critical:

Knowledge & Experience: knowledge of, and experience with data processing software, Windows operating system, and keyboarding; knowledge of, and ability to apply general office procedures.

Communication Skills: ability to communicate effectively in oral and written English; ability to listen, comprehend, retain, record, and relay information accurately.

Judgement: ability to make decisions which are based on logical assumptions and which reflect factual information.

Sensitivity: actions that indicate a consideration for the feeling and needs of others.

Work standards: set high goals or standards of performance for self and the organization; addresses unsatisfactory performance.

Stress Tolerance: stability of performance under pressure and/or opposition.

Multi-tasking: successfully manages and completes a multiplicity of tasks and/or projects simultaneously, or by rapid alternation between tasks, through maximizing use of available time and by frequently adjusting priorities.

Important:

Co-operation: work willingly and constructively with peers, and supervisors in a team environment; relate to Police Service personnel and the community in obtaining their cooperation; and act considerately of others and their opinions.

Action Management: identify changes required to enhance customer service and organizational effectiveness and efficiency.

Adaptability: maintain effectiveness when working in varying environments, or on changing or new tasks.

Flexibility: modify behavior to reach goals when obstructed by the attitudes, beliefs, opinions, or behavior of another person or persons.

Position Qualifications:

Education:

Complete Grade XII or equivalent.

Successful completion of post-secondary training in the use of data processing software and Windows operating system.

Ability to type at a minimum speed of 50 w.p.m.

Prerequisite:

Security: must qualify for CPIC clearance and meet Service security and integrity requirements.

Fluent in spoken English.

Shift work: must be willing and able to work shifts on a rotating basis.

Proven good communication skills.

Desired:

Knowledge of, or experience with emergency and police procedures, and police industry technology.

Knowledge of CPIC policies and procedures and successful completion of CPIC course.

General knowledge of the Criminal Code, Provincial Statutes and City of Moose Jaw Bylaws.

Experience and knowledge of court document preparation.

Knowledge of streets, sub-divisions, and industrial areas of the City of Moose Jaw.

Successful completion of the Emergency Services Communicator Program or equivalent.

Working knowledge of a second language.