

MOOSE JAW POLICE SERVICE
Position Description
Communications Officer
Dispatcher

Function:

Dispatches appropriate police personnel according to complaint priority and unit availability utilizing the telephone, radio, and Computer-Aided Dispatch (CAD); acts as a liaison between field units and other areas of the Police Service; performs clerical duties; operates computer information systems.

Accountability:

The Communications Officer-Dispatcher is accountable to the Team Supervisor.

Primary Tasks:

Dispatches police personnel according to Computer-Aided Dispatch (CAD), instructions from a superior, or by individual judgement as required; promptly and directly makes appropriate CAD entries when calls are dispatched, when units arrive at the scene, and when units clear from complaints; ensures proper disposition is attached to the complaint; completes appropriate entries for on-view complaints.

Monitors radio traffic in a manner that provides prompt assistance or information to assist units; broadcasts pertinent information relative to the safety of personnel; coordinates units in emergency situations or at major incidents in accordance with policy; updates relief Communications Center personnel of unit status and matters of importance before leaving the Communications Center.

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, dangerous situations, or problems concerning coverage and/or response to calls or availability of personnel.

Establishes and maintains formal and informal lines of communication with members of the Police Service and other agencies to ensure a sharing of information and to promote a mutually beneficial working relationship.

Monitors and operates the security and alarm systems within the Police Service building; reports all problems with security, telephone, radio or computer equipment to the Team Supervisor when they occur.

Performs the duties of the Communications Officer-Call Taker 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 Center (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, removing, and logging data pertaining to court orders (warrants of arrest, probation, prohibition, etc.);
- d) communicating with and responding to inquiries and requests of 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 applicable 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.