

Police Communications Officer

Nature of Work

This is responsible technical and administrative work assisting with the operation and maintenance of the communications division for the Pigeon Forge Police Department. Activities associated with the job include performing emergency dispatch activities in accordance with established policies and procedures established for the communications division, interacting with local, state and federal agencies involved with law enforcement communications and assisting with various administrative and record keeping duties as assigned. Additional duties include monitoring the well-being of dispatched emergency personnel, researching databases to assist with law enforcement operations and investigations and entering information into national and state databases. Job activities are subject to NCIC audits every 3 years. Job related duties require training and certification in law enforcement communications, strong organizational, interpersonal and decision making skills, dedicated attention to detail and some experience working in emergency communications. Job performance is evaluated by the Communications Supervisor through review of the efficiency and effectiveness of job related activities, level of support provided for patrol operations and emergency response activities, organizational and interpersonal skills and adherence to policies and procedures established for the communications division.

Illustrative Examples of Work

- Operates a phone system that receives emergency and non-emergency calls including 911 transfers and TTD calls and ensures the accuracy and thoroughness of all information received.
- Serves as the initial point of contact for tourists and the general public for the City of Pigeon Forge and addresses a wide variety of emergency and nonemergency calls in an expedient manner.
- Operates a multi-channel radio console to receive and dispatch non-emergency and emergency transmissions and logs all dispatched call arrivals and related documentation into the CAD system.
- Interacts with other law enforcement and communications agencies to obtain and relate information when necessary.
- Completes NCIC validations and entries for wanted suspects, stolen vehicles and weapons and ensures that all information is accurate and complete.
- Assists with all shift activities of the communications division and ensures that any issues or complaints are responded to in a timely manner.
- Assists with law enforcement investigations by compiling computer information, printing copies for officer's reports and obtaining related information as required.
- Operates a multi-function computer that assists with computer aided dispatch, NCIC, mapping and 911 operations.
- Performs background checks, criminal histories, driver's license information, etc. for officers responding to calls for service.

- Investigates fugitives on social media sites and other internet sources.
- Maintains the location of each Patrol unit, promptly dispatches units in response to calls for service and assists with ensuring the safety of law enforcement and emergency response personnel by maintaining contact as appropriate.
- Cooperates with local, state and federal agencies in the development and implementation of joint programs and operations related to communications activities.
- Ensures that all communications equipment is functioning properly and requests assistance from supervisors and other departmental personnel when necessary.
- Assists with the preparation of daily activity reports and submits to the Communications Supervisor for review.
- Opens secured doors at the Police Department for officers and other approved personnel.
- Monitors the security cameras around the Police Department to ensure the safety of the facility.
- Relays information on criminal activity to other agencies as appropriate.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school supplemented with coursework and training in the principles and practices associated with modern communications equipment and administration, criminal justice, law enforcement or closely related field; strong organizational, interpersonal and decision making skills; ability to communicate effectively and react quickly and calmly to emergency and/or stressful situations; experience in law enforcement and/or emergency response activities; or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Considerable knowledge of the principles and practices of modern communications equipment, organization, administration and methods.
- Considerable knowledge of computer aided communications equipment and hardware components utilized for emergency dispatch systems.
- Knowledge of federal, state and local laws and ordinances pertaining to employee health and safety.
- Knowledge of legal documents including warrants, arrest, incident, and accident reports, writs, and civil papers used in sessions, civil, and criminal court proceedings.
- Ability to plan and organize job related activities and ensure compliance with all established reporting requirement and deadlines.
- Ability to maintain a high degree of accuracy and attention to detail when dealing with complex and sensitive information.
- Ability to maintain detailed and confidential information in an organized, accessible manner.
- Ability to establish and maintain effective working relationships with court officials, attorneys, co-workers, law enforcement personnel and the public.
- Ability to perform multiple tasks simultaneously in a high stress environment.
- Ability to react quickly and calmly in emergency situations and determine the proper course of action(s) to take in response.
- Ability to effectively interpret and explain pertinent provisions of the rules and regulations of

the Pigeon Forge Police Department.

- Ability to make appropriate job related decisions within established state and local regulations and departmental policies and procedures in a timely manner.
- Ability to acquire and utilize new job related information when necessary.
- Ability to learn radio protocols, NCIC/TIES procedures and E911 policies and procedures.
- Ability to become familiar with the functions and organization of other emergency response agencies involved in the operation of the Pigeon Forge's Communications Division.
- Ability to become familiar with the policies and procedures pertaining to the storage, maintenance and dissemination of sensitive legal information as established by the TBI and FBI.
- Ability to learn applicable TCA codes pertaining to civil and criminal law.
- Ability to become familiar with the Pigeon Forge Police Department's policies and procedures, TBI data collection, reporting guidelines and NCIC guidelines.
- Skill in the operation of modern communications equipment including computer terminals and keyboards, multi-line phone systems, radio communications devices and mapping and 911 applications.

Necessary Special Requirements

- Must successfully take and complete the NCIC, NLETS, & TIES certification courses within six months of employment and maintain the certification standards as prescribed by the TCIC rules and regulations.
- APCO International Public Safety Tele communicator I certification or ability to obtain it within 1 (one) year of employment.

Physical Requirements

- This is sedentary work requiring the exertion of up to 20 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects
- Work requires reaching, standing, walking, grasping, and repetitive motions
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities
- The worker is not subject to adverse environmental conditions.
- Job related duties require the ability to perform multiple tasks simultaneously in a high stress environment.

Pigeon Forge, Tennessee

FLSA – Non – Exempt

Grade 8C

3/9/23