

CITY OF WOONSOCKET

Police Department

Position Description

TITLE: Public Safety Telecommunications Clerk

DEPARTMENT/DIVISION: Police Department

GRADE/UNION/WORK WEEK: M53/Local670/40 Hours

BASIC FUNCTION:

Provide for the reception of the public, citizen requests for assistance; operation of Emergency Services dispatching Systems-provide record keeping for related materials; monitor video and audio record system both external and internal; monitors activities in the detention cells as required.

DUTIES & RESPONSIBILITIES:

Answer and process incoming emergency and non-emergency telephone calls.

Monitor system alarms: Fire, Burglar and Hold-Up.

Monitor holding cell video and audio systems.

Answer and process radio messages.

Dispatch Emergency Services Personnel to calls for service.

Maintain continuous awareness of field unit locations and activities.

Initiate necessary records and reports required.

Record incoming complaint information.

Provide verbal information to citizens by telephone in a courteous and professional manner.

Redirect incoming calls to the appropriate office.

Type and file reports; cards; and perform computer assisted and manual office clerical duties.

Performs other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Working knowledge of Personal computers, printers and word Processing, Data Base Management and Spreadsheet software. Ability to operate telecommunications equipment associated with the position.

QUALIFICATIONS:

Graduation from a standard high school or possess a high school equivalency diploma or certificate is required. One year experience in clerical functions is required.

Background check will be conducted and candidate must have no adverse police or court record.

Ability to communicate effectively orally and in writing in the English language is required.

Familiarity in foreign language is desirable. Experience in public safety is desirable.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform other job-related duties requested by their supervisor and shall also be subject to the rules and regulations of the Woonsocket Police Department.

Revised: 02/2012