



CITY OF WOONSOCKET POSITION DESCRIPTION

JOB TITLE: Public Safety Telecommunications Clerk

DEPARTMENT/DIVISION: Public Safety Division

PAY GRADE/HOURS: Grade M53
37.5-hour work week

UNION: Local 670

POSITION SUMMARY: 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.

JOB DUTIES:

- Answers and processes incoming emergency and non-emergency telephone calls.
 - Monitors system alarms: Fire, Burglar and Hold-Up.
 - Monitors holding cell video and audio systems.
 - Answers and Processes radio messages.
 - Dispatches Emergency Service Personnel to call for service.
 - Maintains continuous awareness of field unit locations and activities.
 - Initiates necessary records and reports required.
 - Records incoming complaint information.
 - Provides verbal information to citizens by telephone in a courteous and professional manner.
 - Redirects incoming calls to the appropriate office.
 - Types and files reports; cards; and perform computer assisted and manual office clerical duties.
 - Performs other related duties as assigned.
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QUALIFICATIONS:

Graduation from a standard high school or possess a high school equivalency diploma certificate is required. One (1) 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.

Working knowledge of personal computers, printers, word processing, data base management and spreadsheet software.

Ability to operate telecommunications equipment associated with the position

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