



SURFSIDE BEACH POLICE DEPARTMENT

Employee Job Description

Job Title: Communications Officer Reports to: Administrative Division Supervisor

Summary

Employees in this position perform skilled duties related to Police communications. Police communications officers use phone and radio systems to receive, evaluate, and transmit emergency and routine traffic and messages to field units. The position requires specialized training and certifications. Employees are responsible for emergency and non-emergency radio, phone, and person-to-person communications with Police staff and civilians. Employees also perform various clerical tasks to include data entry, filing, and reporting. Employees generally work rotating 12-hour shifts but may be required to work other shift arrangements as required by staffing levels.

Duties

- Receive requests for Police services by phone and walk-in request.
- Obtain information on the nature of requests and emergencies to include location, phone number of caller, name of caller, and other pertinent information.
- Use departmental computer systems, to include CAD (computer aided dispatch) to create a record of requests for Police services.
- Analyze requests for Police service, determine priority ranking of each request, and the kind and level of service to be dispatched in initial response.
- Determine available units to dispatch and dispatch personnel and equipment according to standard operational procedures, instructions from a superior, or individual judgment as required.
- Receive and respond to each radio transmission from Police personnel in the field, acknowledge and comply with requests for action or information.
- Keep staff and field units informed about emergency situations and general activities.
- Place telephone and radio calls to other jurisdictions, departments, emergency crews, vehicle tow companies, ambulance services, coroner, relatives of victims, telephone and utility companies, alarm companies, and other entities in order to facilitate Police services.
- Maintain detailed computer aided dispatch (CAD) records of the details regarding services calls.
- Operate computer aided dispatch system equipment, TDD systems, and other office equipment.
- Operate teletype and computer terminals to check for registered owners of vehicles and other information such as warrants, missing persons, and stolen property.
- Refer to maps and reference materials to secure information needed by personnel in the field.
- Take reports and relay messages by radio, telephone, or messaging services to field units.
- Issue case numbers, log departmental activities, and perform routine clerical work.
- Assist in monitoring activity in and around the Police Department facility via a closed-circuit TV system.
- Maintain law enforcement resource status and activity in the computer aided dispatch system.
- Perform clerical work such as entering citations and warrants into the records management system (RMS).
- Enter records into the NCIC system including wanted persons, missing persons, stolen vehicles and articles, etc.
- Keep working areas in a clean and orderly state and performing cleaning activities.
- Count and monitor the security of discretionary funds such as bond money petit cash.
- Complete required logs and reports as deemed necessary by the division supervisor.
- Provide non-emergency services and information to residents and visitors.
- Relay requests for mutual aid and emergency service from Police Officers to outside agencies.
- Performs various functions such as receiving criminal bonds, issuing receipts, maintaining Police records, forwarding calls, taking messages, etc.
- Releases copies of reports and files when directed by the division supervisor or a member of the command staff.

- Accepts lost and found property and notifies an on-duty Police Officer to take custody.
- Assist with the training of new or probationary Communications Officers when needed.
- Performs other duties, as may be required or assigned at the discretion of the Town, including EOC.
- Attend mandated and developmental training courses locally and remotely.
- It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

Physical Demands

- Ability to speak, hear, and understand the written and spoken English language.
- Ability to sit, stand, walk, climb, balance, stoop, kneel, crouch, and/or crawl and perform these activities for intermittent and prolonged durations.
- Ability to use hands to manipulate, handle, and feel objects and reach with hands and arms.
- Ability to lift and/or move up to 25 pounds of weight from various heights.
- Vision abilities include close vision, distance vision, peripheral vision, depth perception, and the ability to focus on objects at various ranges (with or without assistance from prescribed eyewear).

Qualifications

- Must possess a high school diploma or GED and provide a valid transcript (if requested).
- Must possess or have the ability to obtain NCIC certification from the South Carolina Law Enforcement Division.
- Must possess the ability to speak clearly, write legibly, and formulate basic reports and general correspondence.
- Must possess the ability to use basic computer equipment and programs as well as advanced programs such as the department's Records Management Software (RMS), Computer Aided Dispatch Software (CAD), Microsoft Office suite, and Windows operating systems.
- Must possess and maintain a valid South Carolina driver's license.
- Must maintain a residence in the state of South Carolina.