

Mooresville Police Department
Job Description
Job Title: Communications Officer

Job Code:	Non-Exempt	Salary Level:	Varies
Division:	Law Enforcement	Shift:	Varies
Department:	Police	Location:	445 S. Indiana Street
Reports To:	Shift Supervisor, IDACS Coordinator, Captain, Chief of Police		Mooresville, IN 46158
Date:	2021		

Summary: Provides emergency and non-emergency call taking and dispatch for Police, Fire, EMS and other town services as needed. Responsible for the operation of the dispatch console and serves as the public relations link between the police department and the general public.

Education/Experience:

1. High school diploma or general education degree (GED).
2. Must be a certified IDACS operator and be recertified every two years.
3. Must be a certified EMD operator and be recertified every two years.

Duties and Responsibilities: The Communications Officer's duties and responsibilities include, but are not limited to the following as changing circumstances may result in the addition, deletion, or modification of these duties and responsibilities. Reasonable accommodation may be made to enable a qualified individual with a disability to perform essential duties.

1. Answering routine, non-emergency and emergency calls for service and dispatching the appropriate unit(s).
2. Entering calls for service utilizing the Spillman CAD system.
3. Monitoring all radio traffic for police and fire/ems units.
4. Assisting with all police, fire and ems requests, utilizing IDACS/NCIC if needed, in a timely manner.
5. Be familiar and have the ability to operate all equipment in the Dispatch center.
6. Be familiar with Departmental Policy and Procedures, Dispatch SOP's, EMD procedures and IDACS procedures.
7. Performs all other duties required by law, or as directed by the Chief of Police and the needs of the town.

Supervisory Responsibilities: None at this time

Skills and Abilities:

1. Ability to read, analyze and interpret documents such as policies and procedures, EMD instructions, IDACS forms and procedures and maps.
2. Ability to perform routine clerical duties
3. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
4. Ability to work under pressure, exercising good judgment and the ability to make good and sound decisions in emergency situations.
5. Ability to communicate clearly and concisely, both orally and in writing.
6. Work well with others.
7. Perform his/her duties at the discretion of the Chief of Police or immediate supervisor in a positive manner at all times.

Physical Demands:

1. Ability to sit at a desk, use basic office equipment
2. Ability to speak clearly at normal and loud voice levels
3. Ability to speak to children of younger ages and elevate to adults
4. Ability to communicate and interact with all of the general public
5. Ability to occasionally lift and/or move up to 10 pounds.

Work Environment:

1. The employee frequently works in an indoor environment.
2. The employee occasionally works near moving mechanical parts.
3. The noise level in the dispatch center is usually quiet.