

## CITY OF OPELIKA POSITION DESCRIPTION

### Communications Operator I Police Department

#### Job Summary

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This position is FLSA nonexempt (full-time). This position works with others in a dimly lit indoor operations center. The essential function of the position within the organization is to dispatch emergency services in response to calls for assistance. The position is responsible for answering emergency and non-emergency radio and telephone calls, dispatching appropriate emergency services, operating NCIC terminals, monitoring building/alarm security, providing information to police personnel, and maintaining related records. The position works under direct supervision according to set procedures.

#### Minimum Qualifications

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- Requires high school diploma or GED.
- Must be able to obtain NCIC/ACJIC certification within six (6) months of hire date.
- Two years of related experience is preferred but not required.
- Any equivalent combination of education, experience and training which provides the required knowledge, abilities and skills may be considered as determined by the hiring authority.
- Applicants are required to submit to a background check and random drug and alcohol testing as a condition of employment.

#### Essential Job Functions

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- Communicates and exchanges information with others to answer emergency services telephone lines; records essential information and dispatches units from appropriate agencies such as Police Department, Fire Department, ambulance, or other emergency response activities.
- Monitors and responds to administrative and other telephone lines, radio calls, and citizen requests; decides on appropriate course of action, dispatches assistance as required or refers to appropriate service agency; records information or complaints.
- Processes calls and inputs information and updates into the Computer-Aided Dispatch software, utilizing a minimum of four computer monitors and a headset.
- Provides assistance to emergency services personnel by answering questions, researching information, or performing other services.
- Monitors and records NCIC/ACJIC information; assists other agencies as required; records jail and secure area activities.
- Maintains various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal action; prepares routine reports.

- Monitors building security/alarm systems, including security cameras.
- Performs routine office tasks such as data entry, filing, running reports, faxing, telephoning, or photocopying; checks data and changes tapes on equipment.
- Regularly attends work.

## **Marginal Job Functions**

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- Travels to attend workshops, training seminars, and events to improve technical or professional skills.

## **Employment Policy**

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The City of Opelika is an Equal Opportunity, Affirmative Action, and Americans with Disabilities Act compliant employer. We consider applicants for all positions without regard to race, religion, color, national origin, gender (including pregnancy, childbirth or related medical conditions), sexual orientation, gender identity, gender expression, age, parental status, status as a protected veteran, status as an individual with a disability or any other legally protected status. In accordance with the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), the City of Opelika welcomes all reasonable requests for accommodations from prospective applicants. The City's ADA Coordinator can be reached at (334) 705-2083 or at [ADA@opelika-al.gov](mailto:ADA@opelika-al.gov) .