

**CITY OF GREENBELT, MD  
CLASS SPECIFICATION**

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**CLASS TITLE:** Communications Specialist I and II  
**DEPARTMENT:** Police  
**REPORTS TO:** Communications Supervisor

**SALARY GRADE:** 13 & 14  
**FLSA STATUS:** N  
**DATE:** 03/2009

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**JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:**

Receives, evaluates and processes calls for police assistance, operates base radio equipment to dispatch police units on police related incidents. .

**ESSENTIAL JOB FUNCTIONS:**

Maintains constant radio contact with mobile units by base radio. Maintains constant awareness of the status of mobile units and updates this information as it changes. Receives radio calls from field units and transmits messages via radio or telephone.

Receives emergency calls requesting police or other emergency service, determines nature and location of emergency, determine priority and dispatches emergency units as necessary

Coordinates emergency calls and relays information and assistance requests involving other public safety agencies.

Receives non-emergency and maintenance service calls for assistance.

Enters, updates, and retrieves crime related information from computer and teletype networks.

Monitors security cameras that overlook Police Headquarters, processing areas, and jail cells.

Performs a variety of record keeping, filing, indexing, and other general clerical work. Maintains a variety of documents relating to public safety activities.

Notifies allied agencies of misdirected phone calls for police service.

Verifies wants and warrants and interprets data returned to the terminal.

Monitors security camera in Roosevelt Center.

Provides service to citizens who come to Headquarters for any request or complaint.

**Additional Functions of Communications Specialist II**

Trains new Communications Specialists in job duties and responsibilities.

**IMPORTANT JOB FUNCTIONS:**

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Two-way Radio                      Security Camera                      Computer                      General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Communications Specialist I

High school diploma or equivalent; and,

One to two years of progressively responsible experience; or, Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Communications Specialist II

High school diploma or equivalent; and,

Two to four years of progressively responsible experience: or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

National Crime Information Center Certification

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Typewriter keyboard and current dispatching system.

All computer applications and hardware related to performance of the essential functions of the job.

Department organization, standard operating guidelines and policies, rules, and regulations.

**Skill in:**

Operating communications equipment (multi-button telephones, base radio, computer terminals and teletype equipment) quickly and accurately.

Preparing clear and concise reports, correspondence and other written materials.

Communicating orally and in writing with internal staff, the general public, and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

**Mental and Physical Abilities:**

Ability to speak with a clear, well-modulated voice in English by phone and radio dispatching equipment while tactfully communicating with highly emotional callers.

Ability to learn and operate computer-aided dispatch equipment.

Ability to comprehend and make inferences from material written in the English language and learns job-related material primarily through oral instruction, observation and structured lecture.

Ability to enter data or information into a terminal, computer or other keyboard device.

Ability to learn geographic areas including operating beats and their associated police problems.

Ability to remain calm and exercise judgment in making decisions in emergency situations under heavy workload.

Ability to determine priorities of emergencies.

Ability to establish and maintain effective working relationships with a variety of people.

While performing the essential functions of this job the employee is frequently required to sit; use hands to finger, handle, feel or keyboard; speak and hear; use color, texture, sound, shape and odor perception; lift and/or move up to 10 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet to loud.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.