



JOB: Communications Officer

CLASSIFICATION: Communications

DIVISION: Communications Division

SUPERVISES: None

SUPERVISED BY: Communications Supervisor

SPECIFIC DUTIES:

- A. Thoroughly know understand and comply with departmental procedures.
- B. Dispatch police service, fire service and emergency medical services assignments and other official messages via the police radio, fire radio and emergency medical services radio, respectively.
- C. Perform duties as may be assigned by immediate supervisor.
- D. Be responsible for the maintenance of close cooperation and friendly working relations between the Communications Section and other agencies, as well as with the other divisions within the department.
- E. Ensure that the daily activity sheet is complete and accurate.
- F. Be alert to any changes that need to be made within the Communications Center, and present these ideas to immediate supervisor.
- G. Receive all complaints and requests for police, fire and/or emergency medical services in the City of Wildwood.
- H. Properly fulfill requests from patrol, fire and/or emergency medical services personnel regarding support services, such as rescue units, fire apparatus, wreckers, etc.
- I. Maintain complete status of location and activity of all patrol, fire and/or emergency medical services personnel.

- J. Maintain master recordings of all radio and telephone calls.
- K. Maintain all records pertaining to complaints, requests for service and shift activity.
- L. Send and receive all official messages through the operation of FCIC/NCIC Teletype equipment.
- M. Assist in the maintenance of the Communications Center.
- N. Receive and dispatch all complaints and requests for Civil Preparedness Agency during assigned hours.

NONESSENTIAL ADDITIONAL DUTIES:

The Communications Officer must understand that not only is he/she responsible for the prescribed specific duties, by may also be assigned duties not listed as specific duties.

JOB PREREQUISITES:

High school diploma or GED.

Ability to speak English and enunciate clearly.

Ability to maintain records.

Ability to follow instructions with minimal supervision.

Have a thorough knowledge of geographical features of the County and common landmarks, location and responsibilities of County and State agencies and jurisdictional areas of local law enforcement agencies.

The City of Wildwood, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Wildwood, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. . This job description does not create an employment contract.

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR Signature: \_\_\_\_\_ Date: \_\_\_\_\_