



University System of Maryland Job Class Specification

TITLE: POLICE COMMUNICATIONS OPERATOR
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: S-435031

JOB CODE: N08POW
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: POL

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/1996

JOB SUMMARY

Under general supervision, performs police communications and related clerical work in a central communications center.

PRIMARY DUTIES

1. Operates emergency telephones, two-way radios, teletype, telecommunications and computer terminal equipment, closed circuit televisions, remote control cameras, alarm and security systems.
2. Answers emergency telephone lines. Monitors and maintains radio communications.
3. Receives and records information and requests related to police services. Dispatches police officers. Notifies command, supervisory, and administrative personnel about incidents.
4. Transmits and receives telephonic communications with the surrounding local jurisdictions.
5. Operates specialized communications networking equipment and computer terminals. Accesses restricted law enforcement networks.
6. Obtains, inputs, and receives data related to police activities such as criminal history, warrants, and vehicle registration.
7. Monitors radio frequencies and transmissions of the Allied Law Enforcement Agencies, National Weather Service, and Maryland Civil Defense.
8. Relays information from field officers requesting back up and support services such as crime lab technicians, K-9 unit, emergency medical services, rescue, and fire equipment.
9. Maintains manual and computerized logs and prepares complaint

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control cards and reports.

10. Monitors safety and security systems, reports malfunctions as appropriate, and dispatches appropriate personnel to alarm site.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Two years clerical or other related experience.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Skill in the use of keyboards and office equipment. Ability to type accurately; to learn emergency communications work; to learn applicable procedures and regulations; to communicate effectively both orally and in writing; to react calmly, quickly, and decisively in emergency situations; to obtain, summarize and relay information orally and in writing; to follow oral and written instructions; to write legibly; to monitor multiple radio frequencies.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Applicants must submit to and successfully pass a comprehensive background investigation.