



Town of Hillsborough Positions Descriptions Communications Officer

Department: Police
FLSA Status: Non-exempt

Bargaining Unit: Police
Revision Date: 08/03/00

GENERAL PURPOSE

Under general supervision, performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information and maintaining official records.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Incumbents in this position typically perform but are not limited to the duties noted below on a regular basis:

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay;
- Dispatches police personnel and other Town personnel in the event of an emergency situation;
- Maintains log on radio and telephone communications, location of personnel equipment, and other information such as streets closures;
- Maintains dispatch center work area and equipment in clean and working condition;
- Operates radios as needed and assists in radio communications;
- Composes, types, and edits correspondence, reports, memoranda, and other material;
- Issues billings for police services as assigned;
- Inputs data to standard office and department forms;
- Maintains dispatch documents, records, and prepares case reports as assigned.

DESIRED MINIMUM QUALIFICATIONS

Graduation from a high school or GED equivalent and two (2) years of increasingly responsible experience in an office environment, or any equivalent combination of related education and experience. Working knowledge of computers and electronic data processing, and modern office practices and procedures. Skills to operate office equipment. Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; communicate effectively verbally and in writing; and handle stressful situations.

City Manager: _____ Date: _____