



TULSA PUBLIC SCHOOLS

Equal Opportunity Employer



Job Description

Job Title: Communications Specialist

Reports to: Communications Specialist
Department: Police Department
Number of Days: 10 Months
Compensation: Hourly Grade TS-5
Overtime Status: Non-Exempt
Date Job Revised: December 17, 2008

Position Summary: Under general supervision of the Police Chief the Public Safety Communications Specialist will be responsible for coordinating all radio traffic communications for uniformed field officers, receiving emergency and non-emergency calls for service and for assignment of calls for service, both emergency and non-emergency, to uniformed patrol officers. Position will also assist in monitoring of security systems, intrusion alarms, fire alarms and 911 emergency calls that originate from school sites and in taking correct action to respond when necessary.

Qualifications/Job Requirements:

Education:

- High School Degree or GED

Specialized Knowledge, Licenses, etc:

- Prior knowledge in the functions concerning an emergency operations center, 911 center or in dispatching emergency responders to calls for service is necessary.

Experience:

- 1 year of experience as a emergency communications specialist, dispatcher or call taker within a law enforcement agency or Emergency Operations Center.

Specific Training/Skills:

- Keyboarding experience mandatory. Ability to utilize a computer keyboard and to utilize word processing for records is necessary.
- Interpersonal skills necessary to handle high stress volumes of calls from persons involved in emergency situations.
- Ability to multi-task by listening to radio transmissions, answer telephones and observe cameras/alarm monitors simultaneously

Physical Requirements (If Applicable):

- Must be able to sit for prolonged periods
- Must be able to utilize a keyboard and to speak clearly and effectively into a radio communications system to be heard and understood

Customer Contacts (Internal and External):

Internal: All faculty, staff and employees of the Tulsa Public School District

External: Students, parents and any other persons utilizing the educational services or facilities of the district

Essential Job Functions:

- Receives incoming calls both emergency and non-emergency to obtain necessary information to discern the proper response from public safety
- Utilizes the District radio communication system for transmission of information to responding public safety personnel including police, fire and medical
- Ability to handle high stress, multi-tasking demands
- Must be able to handle difficult people with above average interpersonal and communication skills
- Record pertinent data as a permanent record for the law enforcement agency some of which may be utilized in Court proceedings

- This position is a 200 day position, working 8:30 a.m. to 5:00 p.m. each day with a designated 30 minute lunch break.