

Communications Technician

1110.1 POSITION DESCRIPTION

TITLE: Communication Tech - Police Support Staff

DEPARTMENT: Police

SUPERVISOR: Supervisory Lieutenant

1110.2 DEFINITION AND NATURE

The position of Communication Tech is a non-sworn police support staff position of the Menasha Police Department. The Communication Tech is responsible for a variety of clerical functions and law enforcement related activities. As a representative of the City of Menasha, the Communication Tech is governed by high moral and legal standards. The philosophy requires dedication to public service for the common good of all citizens.

1110.3 GENERAL DUTIES AND RESPONSIBILITIES

The Communication Tech is under direct supervision of the Supervisory Lieutenant. The Communication Tech will perform various clerical functions and law enforcement related support activities. The Communication Tech will follow guidelines established by the policies and procedures of the department in deciding courses of action to handle difficult and emergency situations without assistance. The Communication Tech shall willingly follow all lawful orders of supervisors and adhere to all department rules, regulations, directives, policies and procedures.

1110.4 DESCRIPTION OF TASKS

The Communication Tech shall:

- (a) Strive to carry out the Mission of the Menasha Police Department.
- (b) Monitor all non-emergency phone lines, receiving and coordinating the information as appropriate.
- (c) Receive and transcribe initial and follow up investigative information from Patrol Officers, Community Service Officers, Investigators, Department supervisors, and document appropriate departmental forms or letters as needed.
- (d) Receive, monitor and coordinate all walk-in requests for service.
- (e) Enter complete and appropriate information into Computer Aided Dispatch (CAD) System.
- (f) Perform appropriate TIME System entry/cancellation/inquiry according to TIME system and department policies and procedures.
- (g) Prepare daily shift information and route to Dispatch Center.
- (h) Brief ComTech replacement as to pertinent information and balance department till.
- (i) Handle all officer radio requests, operate all department associated computer systems, fax machines, and photocopy machine.

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- (j) Handle all minor requests from the public, including, but not limited to, department policy and procedure, parking ticket inquiries, court dates, citation information, accident reports, hours of operation, vacation checks, vehicle information, ordinance, and general day to day operation of the department.
- (k) Monitor holding facility, building security system, electronic doors, and any in-station alarm panels.
- (l) Receive all fines, forfeitures, and bonds, as set forth by department policy.
- (m) Assist officers with general duties as requested.
- (n) Assist the Records Clerk as needed.
- (o) Monitor the minor maintenance of office equipment and supplies.
- (p) Attend department training sessions as assigned.
- (q) Perform all tasks as assigned by the Chief of Police.
- (r) Conduct follow-up on animal complaints as assigned by the Investigative Lieutenant or other supervisor.

1110.5 QUALIFICATIONS

- (a) Must be at least 18 years of age at time of hire.
- (b) Must not have any felony convictions or disqualifying criminal history.
- (c) Must be a U.S. citizen.
- (d) Must have a high school diploma or equivalent.
- (e) Ability to keyboard/type at least 40 words per minute.
- (f) A working knowledge of state statutes and city ordinances.
- (g) An ability to prepare and maintain accurate and complete reports.
- (h) Ability to work cooperatively with officers, other civilian staff and members of the public.
- (i) A working knowledge of business English and spelling.
- (j) An ability to understand and effectively carry out oral and written instruction.
- (k) An ability to understand and operate a variety of office machines, including various computer systems, i.e. TIME System, Winnebago County Records Management System.

1110.6 DESIRED TRAINING AND EXPERIENCE

- (a) Knowledge and experience with Microsoft Office Products.
- (b) Previous office experience.

1110.7 PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the

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duties of this position, the Communications Tech is frequently required to sit, speak or listen. The Communications Tech is required to stand, walk, use his/her hands and fingers to handle or feel objects, stoop, kneel and crouch. The Communications Tech may occasionally lift and/or move more than 10 pounds.

Specific vision abilities required by this position include close vision, distance perception, and the ability to adjust focus.

1110.8 WORK ENVIRONMENT

The work environment characteristics described here are representative of those a Communications Tech encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Communications Tech typically works in an inside environment with a noise level that is usually quiet, but on occasion can be moderately noisy.

Duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as needs of the employer and the requirements of the position change.