

## **GREATER NEW ORLEANS EXPRESSWAY COMMISSION**

### **JOB DESCRIPTION**

#### **COMMUNICATIONS OPERATOR - POLICE DISPATCHER**

##### **SUMMARY:**

Police Dispatchers are responsible for performing a variety of tasks required in the operation of the Greater New Orleans Expressway Commission ("GNOEC") police communications facility.

##### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform all duties and responsibilities in a competent, timely and professional manner.

- Receive and record incoming calls from officers, staff, and the public and assist in servicing the calls by gathering vital information and relaying that information to the appropriate individuals.
- Dispatch patrol officers in response to calls and emergencies. Relay instructions, orders and information.
- Use computer-aided dispatching equipment to input and retrieve data and to generate reports.
- Perform criminal background checks
- Maintain various documents related to police activities.
- Program messages for radio broadcast with up-to-date information, and post advisories on the company website.
- Perform security checks on company properties
- Update Variable Message Signs on the Causeway Bridge and surrounding approaches.
- Acknowledge call boxes and initiate Hazard Incident Lights on the Causeway Bridge
- Operate and monitor a radio console and computer equipment
- Monitor daily weather conditions for instances that might affect company operations
- Refer visitors to the appropriate individual.
- Performs clerical functions incidental to office activities.
- Carries out related tasks as directed by supervisor

##### **EDUCATION AND EXPERIENCE**

High School Diploma or G.E.D. and 1 year of related experience. Familiarity with police procedures, emergency codes and guidelines preferred.

##### **KNOWLEDGE, SKILLS AND ABILITIES:**

###### **Language Skills**

Ability to read and write routine reports and correspondence that conform to the GNOEC's prescribed style and format, including writing clearly and spelling correctly. Ability to communicate effectively.

###### **Mathematical Skills**

Ability to work with mathematical concepts normal and usual to general business applications. Ability to apply concepts such as fractions, decimals, rate, ratios, and percentages.

###### **Computer Skills**

Ability to operate complex machines including personal computers with an average level of proficiency.

**Reasoning Skills**

Ability to use logic and reasoning to draw valid conclusions and find solutions to problems. Ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters. Ability to read, analyze and interpret a variety of reports furnished in written, oral, diagram or schedule form such as policy and procedure manuals, CAD reports, accident and incident reports, etc.

**Physical Skills**

To successfully perform the essential functions of this job, the following physical demands are representative of those that must be met. The employee is regularly required to sit, reach with hands and arms; use hands to finger, handle, push and/or pull objects, tools, or controls; and lift and/or move objects weighing up to 30 pounds. The employee must have the ability to speak in a clear, concise voice; to hear; to observe objects at close and far distances; and to be alert at all times.

**Other Skills and Abilities**

Ability to handle multiple tasks at once, as well as multiple or conflicting demands, time pressures, deadlines, or emergencies. Ability to think quickly; to remain level-headed during stressful and emotional situations; to handle problems as they arise; and to follow instructions. Ability to develop and maintain cooperative and professional relationships with fellow employees and supervisors. Ability to communicate with the public in a courteous and tactful manner. Ability to organize and maintain accurate records. Knowledge of basic public relation principles and emergency response procedures, and typing proficiency.

**SPECIAL REQUIREMENTS:**

The employee must be willing to work shifts, weekends and holidays as assigned and in all types of weather; be willing and able to work hours other than on regular shifts during emergency situations; The employee must possess a telephone in residence to receive emergency on-call duty messages. The employee must have the ability to complete an initial on-the-job training program and six-month probationary period; and to pass a pre-employment physical, drug screen, audiometric exam, and background check. The employee must possess, or be able to obtain, a valid Louisiana State driver's license.

**WORKING CONDITIONS:**

The noise level in the work environment is usually moderate.

This description lists the essential functions and requirements of the job and is not all-inclusive. Employee may be expected to perform job-related duties other than those contained in this document.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.