

The Maryland-National Capital Park and Planning Commission

TITLE: Park Police Communications Technician
SERIES: Park Police Support

GRADE: C04 CODE: 2910
DATE: September 2, 2003
FLSA: Non-exempt

Class Definition

Under general supervision, performs entry-level park police communications work. Employees in this job class receive formal instruction and on-the-job training in radio operation, dispatching, and departmental policies and procedures. Receives calls for Park Police service and determines appropriate response. Uses two-way radio to dispatch Park Police Officers and other emergency services. Provides routine information, referring more complex questions to higher-level park police communications staff. Performs other duties as assigned.

Examples of Important Duties:

1. Receives calls for Park Police service. Obtains pertinent and accurate information from callers to determine exact nature of services required. Forwards calls to appropriate agency as needed. Determines type of call based on limited or fragmented information, assigning call type and appropriate emergency or routine response code. Dispatches appropriate Park Police unit based on location. Enters and codes information in computer systems (e.g., computer aided dispatch (CAD) in real time).
2. Operates two-way radio to monitor and communicate emergency and routine radio traffic with Park Police units. Enters data in computer system to record officer activity. Maintains current location and status of each unit. Monitors and operates mobile data terminals (MDT). Dispatches closest available unit to calls for service. Provides emergency services notification as needed (e.g. fireboard, ambulance, or hazmat). Monitors Commission, county police, and emergency service radio channels.
3. Operates computer terminal and various computer systems (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), Motor Vehicle Administration (MVA)) to obtain information (e.g., criminal history, wants, warrants, MVA data). Sends, receives and responds to teletype messages with other law enforcement agencies. Enters and maintains files for arrest warrants and stolen property. Ensures confidentiality and security regulations are followed when accessing and disseminating information. Maintains impound data.
4. Contacts Commission staff and external agencies (e.g. county police, fire and rescue, towing companies) to provide information and relay messages. Operates alphanumeric and computerized paging systems to provide emergency notifications and incident updates to divisional and other Commission staff.
5. Monitors alarm systems and closed circuit cameras of assigned Commission facilities. Notifies Park Police units as appropriate.
6. Serves walk-in visitors requesting Commission and/or Park Police assistance. Issues visitor passes. Answers questions regarding Commission programs and functions and refers citizens to appropriate division or facility. Receives deliveries for Park Police personnel.
7. Assists in the maintenance of radio, telephone, cameras, and other equipment. Calls for service and repair of equipment.

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Examples of Important Duties: (cont.)

8. Logs data (e.g., alarms, teletype messages, volunteer logs, part-time employment logs for officers, impounded vehicles). Maintains confidential files (e.g., log-sheets, line-ups, teletypes).

Important Worker Characteristics:

Knowledge of: (1) Commission activities, organization, policies and procedures*; (2) dispatching*; (3) federal, state, and county laws and procedures pertaining to public safety communications*; (4) law enforcement*; and (5) geography of the metropolitan Washington, D.C. area.

Skill in operation of: (1) personal computer with applicable software (e.g., CAD, MILES, NCIC); (2) communications equipment (e.g., two-way radio, multi-line telephone); (3) teletype machine; and (4) general office equipment (e.g., typewriter, copier).

Ability to: (1) understand a system of procedures; (2) apply principles to solve practical problems; (3) perform basic arithmetic; (4) read technical reports and correspondence; (5) write routine records and correspondence; (6) speak clearly; (7) analyze problems and take appropriate action under stress; (8) organize and prioritize work; (9) quickly receive and record accurate information using automated systems; (10) read a map and provide directions to citizens and officers; (11) provide courteous service; (12) perform multiple tasks simultaneously; and (13) maintain confidentiality.

* Developed primarily after employment in this job class.

Minimum Qualifications:

1. High school graduation or GED; and
2. Successful completion of proficiency exam.
3. Good character (i.e., must pass background investigation)
4. Ability to obtain Criminal Justice Information Systems (CJIS) certification.

Working Conditions

Works in park police communications center. Performs multiple tasks simultaneously under pressure. May be exposed to frustrated and upset persons. May be exposed to life-threatening situations. May work rotating shifts, weekends, and holidays.