

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Park Police Communications Technician
SERIES: Park Police Support

GRADE: C06 CODE: 2911
DATE: September 2, 2003
FLSA: Non-Exempt

Class Definition

Under general supervision, performs journey level park police communications work. Employees in this job class are considered fully proficient communications technicians requiring minimal supervision; with the ability to work alone. Receives calls for Park Police service and determines appropriate response. Uses two-way radio to dispatch Park Police Officers and other emergency services. May provide training and guidance to Park Police Communications Technicians. Responds to routine and complex questions. Performs other duties as assigned.

Examples of Important Duties:

1. Receives calls for Park Police service. Obtains pertinent 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 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 outside 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. Monitors the operation of radio, telephone, cameras, and other telecommunications equipment. Calls for service and repair as needed.

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Park Police Communications Technician

Page 2

Examples of Important Duties: (cont.)

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

Important Worker Characteristics:

Considerable 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 policies and procedures; (2) apply principles to solve practical problems; (3) perform basic arithmetic; (4) read technical reports and correspondence; (5) write technical records and correspondence; (6) interpret legal terminology; (7) speak clearly; (8) analyze problems and take appropriate action under stress; (9) organize and prioritize work; (10) quickly receive and record accurate information using automated systems; (11) read a map and provide directions to citizens and/or officers; (12) provide quality courteous service; (13) perform multiple tasks simultaneously; (14) maintain confidentiality; and (15) work alone and provide guidance to lower level Technicians and other staff.

Minimum Qualifications:

1. High school graduation or GED; and
2. Satisfactory completion of Park Police Communications Technician Program; and
3. Eighteen months of police communications experience; or
4. An equivalent combination of training and experience.
5. Successful completion of proficiency exam.
6. Good character (i.e., must pass background investigation)
7. Current Criminal Justice Information Systems (CJIS) certification.

Working Conditions

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