

Emergency Communications Support Specialist

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Under general supervision, positions in this class perform a wide range of specialized administrative functions for the Bureau of Emergency Communications (BOEC). Duties include creating and updating schedules, monitoring work stations for operational readiness and safety, managing inventories of equipment, and updating various databases.

Emergency Communications Support Specialist - 30000835

Distinguishing Characteristics

Positions in this class provide specialized administrative support services to the Bureau of Emergency Communications (BOEC) requiring Law Enforcement Data (LEDS) certification. Work requires a high degree of accuracy affecting public safety and is performed in a high stress public safety environment. BOEC is a 24/7 operation, therefore employees in this class may be required to work multiple shifts including holidays, weekends, and nights.

Typical Duties/Examples of Work

1. Prepares a variety of written technical records, documentation, and reports including Emergency Communications Operator daily assignment schedules and attendance notifications, essential equipment inventories, and essential equipment trouble logs.
2. Assesses all equipment on the Operations floor, SIM room, and the Mobile Communications Trailer, and takes immediate action to address any issues or concerns.
3. Monitors a wide variety of supplies and maintains inventory.
4. Maintains various hard copy and database records.
5. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: database, word processing, and spreadsheet software.

Ability to: lift, carry and handle files and boxes that weigh up to 30 pounds; squat or lay down on the floor to gain access to equipment; keep privileged information confidential; work in a high stress, fast-paced, noisy environment; establish and maintain effective interpersonal relationships with a diversity of others; communicate effectively, orally and in writing; provide effective customer service; effectively problem solve; work independently.

Skill in: accurate keyboarding; exercising tact, diplomacy and persuasion with a diversity of others; multi-tasking.

Special Requirements

LEDS certification within three months of hire
Must pass a criminal background investigation
Valid state driver's license

Classification History:

Adopted: 07-01-07
Revised: 09-13-07 changed JCN from 0114 to 0113
June 2009 - Change Job Class number from 0113 to 30000835, due to system change.