

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Radio, telephone, and computer equipment in the Communications areas.
City, State and Federal laws regarding emergency communications and criminal justice information systems.
Departmental policies, procedures, and general orders.
Community resources available to citizen callers.
Police patrol procedures.

Ability to:

Operate computerized criminal justice information systems.
Work under pressure in emergency and stressful situations and at several tasks concurrently.
Quickly and accurately obtain pertinent information.
Independently operate a base radio station and learn radio codes and call letters.
Learn the geography of the City.
Establish and maintain effective working relationships with co-worker, other city personnel, outside agencies and the general public.
Communicate clearly and concisely, both orally and in writing.

WORKING CONDITIONS:

Intense concentration and prolonged attentiveness required during emergency communications.
Interaction with distraught or abusive individuals in department lobby.

MINIMUM QUALIFICATIONS:

Trainee:

High school education and one year experience in the operation of telecommunication equipment, computers, or base radios preferably in a public safety environment.
Any equivalent combination of experience and training which provides the required knowledge, skills and abilities is qualifying.

Regular Status:

Completion of a one year training period including satisfactory performance on channels A, B, and C.
Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities is qualifying.

SPECIAL REQUIREMENTS:

Shift work is required.
Terminal Operator Certification, Level A, within six months of hire.
Ability to type 35 words per minute.
Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.