

DUTY STATEMENT*Box reserved for Personnel Section*

SH3002 (Rev. 3/22/12)

RPA #		C&P Analyst Approval		Date
Employee Name		Division		
Position No / Agency-Unit-Class-Serial		Unit		
Class Title Communications Operator		Location		
SUBJECT TO CONFLICT OF INTEREST ☐ Yes ☐ No	CBID	WORK WEEK GROUP	PAY DIFFERENTIAL	OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the supervision of the Communications Supervisor or designee, the Communications Operator works closely with Police Officers, Fire Department Personnel, if assigned, and to actively support and uphold the Hospital's and Department's mission, values and employee expectations. Dispatch police and fire units using a multi-frequency-channel radio, law enforcement telecommunications terminals, computer terminals, fire department radio and associated equipment. Take emergency and routine calls, exercise judgment in dispatching units and prioritizing calls, and provide information to police personnel regarding warrants, driving records and property. Perform a variety of related duties in the Police Department; receive information and route the appropriate personnel or agencies; determine availability and location of patrol units and dispatch appropriate unit/units. Post Orders are available to review specific detailed job assignments and duties.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
35%	ESSENTIAL FUNCTIONS Take emergency and non-emergency calls for police, fire, medical and other related services over the telephone, or designated emergency telephone system, radio and other communications media. Classify incidents and establish dispatch priorities; dispatch police and fire units to public safety incidents; coordinate or transfer requests for emergency and non-emergency medical services with the County's Emergency Medical Dispatchers. Coordinate with other agencies as required assisting field personnel in managing and resolving incidents; providing information to support officers and fire fighters in the field using a variety of computerized and manual information systems; providing telecommunications support, using the California Law Enforcement Telecommunications system (CLETS) and other local, regional and national databases. Maintain appropriate record documentation verifying the validity of the information obtained via CLETS. Transfer calls to other units or agencies as warranted; monitor and broadcast on public safety radio channels; enter, update, modify and clear data inputted by Hospital Police Department (HPD) and other related information in CLETS, Computer Aided Dispatch (CAD) and other computer systems and databases as required. Utilize the hospitals public address system, or other emergency notification system, to inform staff of emergency responses needed and emergency alerts. Maintain a variety of logs as necessary; call out special teams and make other notifications as required. Perform limited communications equipment and work area maintenance; operate communications center equipment, which includes but is not limited to: telephone; radios, computers, FAX machines, scanners and printers; and assist with other public safety duties as directed. The employee is required to work any shift and schedule in a variety of settings throughout the hospital. Will also be required to work overtime and work at other work locations as determined by the operational needs of the department.
30%	Secure and record accurate information as to the nature of reported problems and exact locations including maintaining a fire radio, if assigned, and activity log as well as the Department's daily activity and radio logs in the (CAD) system. Operates CLETS computer terminal to obtain and verify information and prepares reports as directed.

Provide information and assistance to the public over the telephone; receive and calculate census counts; update and maintain the CLETS Operations Manual, California Justice Information System (CJIS) Manual, National Crime Information Center (NCIC) Operations Manual and Code Manual. Maintain accurate and updated information on all callback numbers, pager numbers and telephone numbers within the facility; provide staff expertise and liaisons with other agencies as required. Conduct and coordinate equipment testing, with the Fire Department and Police Services personnel. Coordinate and conduct daily sensor equipment testing on units and off-unit locations

20%

Assist in the training of personnel; perform dispatch and clerical tasks involving typing, filing and maintaining required records. Attend scheduled and voluntary training and updates to the other Communications Operators Manuals. Practice, following and knowing the policies and procedures related to job safety, including safety rules and regulations. Immediately notify a supervisor of any unsafe or problematic working conditions. All duties and tasks are to be carried out in an honest, ethical and professional manner, and are to be performed in conformance with applicable department and hospital policies and procedures.

10%

Maintain relationship security in the work area; take effective action, per policy, of any suspected employee/patient boundary violations. Maintain open communication with all hospital disciplines. Responsible for ensuring that personnel, visitors and the community are treated with dignity and respect, and they identify the language needs of individuals and utilize available bilingual resources to assist, when needed.

5%

Perform other duties as required.

SUPERVISION EXERCISED

Directly supervise the positions as designated in the facility organizational chart.

KNOWLEDGE AND ABILITIES

Knowledge of:

Alphanumeric sequences.

Ability to:

Work under stress and maintain composure; follow instruction precisely; listen and translate what is heard into the appropriate action; speak English over the telephone quickly and be easily understood; adapt quickly to a variety of situations; act in an emergency situation; write rapidly and legibly; perform several functions simultaneously; hear in the presence of significant background noise; read and comprehend at the level required for the job; determine officer's welfare from voice inflection; establish priorities and take appropriate action; extract critical information from incoming calls; recall a variety of situations and retain information; anticipate the officer's need for assistance; type; operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

REQUIRED COMPETENCIES

INFECTION CONTROL - Apply knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY - Actively support a safe and hazard free work place through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Uniformed Office of Protective Services members are required to wear an approved ballistic/stab resistant vest.

CULTURAL AWARENESS - Demonstrate awareness to multicultural issues in the workplace, which enables the employee to work effectively.

RELATIONSHIP SECURITY - Demonstrate professional interactions with patients and maintain therapeutic boundaries. Maintain relationship security in the work area; take effective action and monitors, per policy, any suspected employee/patient boundary violations.

PATIENT RECOVERY - Respect the worth and dignity of all persons and groups, as well as honor and advocate for individual rights and interests, and opposing discrimination.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION - Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

REQUIRED QUALIFICATIONS

JOB RELATED QUALIFICATIONS

Speak clearly and precisely.

Exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate callers.

Exercise independent judgment and work with a minimum of supervision.

Read, analyze and interpret laws, codes, rules and regulations.

Follow oral and written directions.

Prioritize work from different communications sources (radio, telephone, and alarm monitoring software).

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)

Effectively, consistently demonstrates the ability to access information through the California Justice Information System (CJIS) data bases, National Crime Information Center (NCIC), National Law Enforcement Telecommunication System (NLETS), Department of Motor Vehicles (DMV), and Oregon Law Enforcement Data System (LEDS).

Information obtained via CLETS is confidential and may be used only for the purpose(s) for which it is authorized. Violation of confidentiality requirements or access authorizations may be subject to disciplinary action, civil action and/or criminal charges.

EMERGENCIES

Maintain and exercise knowledge of Department's Area Specific Emergency Preparedness Plan and the Hospital's Emergency Preparedness Manual.

TECHNICAL PROFICIENCY

Type at a speed necessary for adequate job performance.

Radio equipment and dispatch procedures.

Use of fire and safety alarm system.

Access information through the CJIS databases, NCIC, National Law Enforcement Telecommunication System (NLETS), Department of Motor Vehicles (DMV) and Oregon Law Enforcement Data System (LEDS).

LICENSE OR CERTIFICATION

It is the employee's responsibility to maintain a license, credential, or required registration pertinent to his/her classification on a current basis. Any failure to do so may result in termination from Civil Service. Possession of a valid driver's license issued by the California Department of Motor Vehicles, a valid defensive driving certificate, and POST Public Safety Dispatch Course Certificate within one year of hire.

TRAINING

The employee is required to keep current with the completion of all required training as identified in the Office of Protective Services Training Plan.

PHYSICAL REQUIREMENTS

Activity	Never	Occasionally Up to 3 hrs.	Frequently 3 – 6 hrs.	Constantly Over 6 hrs.	Distance/ Height
Bending (neck)				X	
Bending (waist)			X		
Climbing	X				
Crawling	X				
Driving		X			
Exposure to dust, gas, fumes, or chemicals	X				
Exposure to noise and distractions				X	
Exposure to extreme temperature, humidity, wetness	X				
Fine Manipulation				X	
Keyboard Use				X	
Kneeling	X				
Lifting/Carrying					
0 – 10 lbs.			X		
11 – 25 lbs.			X		
26 – 50 lbs.		X			
51 – 75 lbs. (in emergency situations)	X				
76 – 100 lbs. (in emergency situations)	X				
100 + lbs. (in emergency situations)	X				
Mouse Use				X	
Power Grasping		X			
Pushing & Pulling		X			
Reaching (above shoulder)			X		
Reaching (below shoulder)				X	
Repetitive use of hand(s)				X	
Running	X				
Simple Grasping				X	
Sitting				X	
Squatting		X			
Standing			X		
Twisting (neck)				X	
Twisting (waist)				X	
Use of special visual or auditory protective equipment		X			
Walking on uneven ground		X			
Walking		X			
Working at heights	X				
Working in Confined Spaces				X	
Working with bio-hazards (e.g., bloodborne pathogens, sewage, hospital waste, etc.)	X				
Working Indoors				X	
Working Outdoors		X			

WORKING CONDITIONS

All employees are required to have an annual health review and repeated health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The employee routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties.

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date