



DEPARTMENT OF

POLICE

Police Communications Officer

****\$20,000 Sign on Bonus****

Salary: \$40,733-\$48,513

Type: Full Time

Benefits: Full Benefits

Closing Date: Open Until Filled

About Police

The members of the Salisbury Police Department are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within the City of Salisbury, while at the same time maintaining respect for individual rights and human dignity. PRIDE in our community, PRIDE in our department, and PRIDE in ourselves.

Profile

The Police Communications Officer (PCO) is responsible for answering calls for emergency and non-emergency assistance, gathering pertinent information, and dispatching the appropriate assistance. The PCO will perform a variety of general clerical duties such as filing, indexing, and record keeping. The PCO will utilize a computer-aided dispatch system to log-in each call for service and must quickly dispatch the proper service provider to the scene, making sure they have the proper information. The PCO will also perform regular status checks on officers and other first responders. The PCO will enter warrants, summons, and other data into the computer. The PCO will utilize NCIC to verify motor vehicle tags, driver's license and criminal histories. The PCO will receive court documents for service and process them according to policy. The PCO will keep the supervisor informed of unusual or detrimental conditions including equipment malfunctions and process problems.

Preferred Education

High School Diploma or GED required.
Actively pursuing a degree in Law, Justice and Advocacy and/or Social Justice.

Preferred Experience

Experience in radio communications or prior dispatch center experience or equivalent training.

Requirements/Certifications

Prioritize and multi-task with attention to detail during extremely demanding situations. Effectively communicate and maintain working relationships with staff and members of the public. Must maintain the highest level of confidentiality and have knowledge of the City's boundaries, addresses, and business locations.

How to Apply

1 Visit PoliceApp.com/SalisburyMD

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

City of Salisbury Police Department

Classification Description

Classification Title: Police Communications Officer

Grade: 4

Department: Police Services

FLSA Status: NE

Date: 07/01/2024

Position Profile: Under the supervision of the assigned supervisor, receives and dispatches calls for service for police, fire, and emergency medical requests; performs other duties as assigned.

Duties and Responsibilities

- Answers calls for emergency and non-emergency assistance, gathers pertinent information, and dispatches the appropriate assistance;
- Performs a variety of general clerical duties such as filing, indexing, and record-keeping;
- Utilizes computer-aided dispatch system to log-in each call for service as quickly as possible;
- Quickly dispatches proper service provider to the scene, making sure they have proper information;
- Performs regular status checks on officers, and other first-responders;
- Prioritizes and multi-tasks during extremely demanding situations;
- Enter warrants, summons, and other data into the computer;
- Utilizes NCIC to verify motor vehicle tags, driver's licenses and criminal histories;
- Directs all non-emergency calls to the appropriate person or department;
- Receives court documents for service, and processes according to policy;
- Keeps the supervisor informed of unusual or detrimental conditions including equipment malfunctions and process problems; and
- Performs other duties as assigned.

Administration/Department Administration:

- Ensure all leave requests and issues related to job functions conform with HR policies. Communicate any concerns or conflicts with supervisors for further guidance.
- Ensure that all injuries are reported and documentation is routed in a timely fashion.
- Ensure all departmental, damaged equipment, infractions documentation is forwarded to the supervisor in a timely manner

Skills Proficiency/Strategic Planning:

- Act as a representative of the City of Salisbury to the Public
- Exhibit excellent moral character
- Knowledge of geography of the City and surrounding areas
- Exhibit effective communication with the public and other staff using tact and civility.

Development/Leadership Development:

- Seek out training and education opportunities to enhance current skill set

Education and Experience

- High School diploma or GED, college preferred
- 18 years of age at time of hire
- Valid Driver's license
- NCIC certified / METERS Certified

Physical Requirements

- Work requires no unusual demand for physical effort.
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.