



**Classification Title:** Communications Technician  
**FLSA Status:** Non-Exempt  
**Pay Grade:** n/a

**Job Code:** 555  
**Service Type:** Classified  
**Date:** Jan-09

**Primary Focus:** This position provides communication to safety and other City personnel. Work involves operating various radio and computerized equipment to receive, relay and transmit information to safety (Police & Fire), service, and other appropriate personnel.

Incumbent must model the following established core values: Integrity, Respect, Communication, Teamwork, Accountability, Positive Attitude, and Dedication to Service, Professionalism and Pride.

Given the nature of this classification’s duties/responsibilities, it has been designated as Non-Exempt under the governing Fair Labor Standards Act regulations and, therefore, is entitled to formal overtime compensation and/or formal compensatory time.

**Supervisory Responsibilities:** None

**Essential Functions:**

Receives and transmits radio communications and dispatches safety, services, and appropriate personnel as well as coordinating back up support as necessary.

Receives, records and logs telephone calls & complaints as well as answers inquiries from the public regarding a variety of issues and events.

Operates LEADS and NCIC database software to query, verify, and enter criminal justice records.

Activates the Dublin Emergency Warning System (outdoor siren system) and the Dublin Emergency Calling System to notify the public of emergency situations such as severe weather warnings, hazardous material incident, and other public emergency situations.

Provides the public and City employees information concerning special events, landmarks, and directions.

**Core Competencies:**

**Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

**Decision Quality;** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Dealing with Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty

**Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

**Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

**Priority Setting:** Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

**Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.

**Minimum Qualifications:**

Possession of High School Diploma or GED and some experience as a Communications Technician with computer aided dispatch (CAD) automated information/communications system strongly preferred, or any equivalent combination of education and experience.

**Physical Requirements:**

Ability to communicate clearly and effectively under extremely stressful conditions, listen attentively to radio transmissions for long periods of time, and attend to information requests from numerous parties.

Ability to transmit information verbally in a clear, concise, and accurate manner.

Ability to respond to emergency calls in an appropriate, effective, efficient, and calm manner.

**Necessary Special Requirements:**

Must obtain LEADS and NCIC certification.

Possession of valid driver's license.

Must establish and maintain a primary place of residence within a County within which the Division of Police has jurisdiction, or a county contiguous with such County of jurisdiction. (List includes Franklin, Delaware, Union, Morrow, Marion, Hardin, Logan, Champaign, Madison, Pickaway, Fairfield, Licking, and Knox Counties.)

**Other Requirements:**

Regular attendance, as governed by and in accordance with applicable rules, regulations, procedures and laws, is regarded as an essential requirement of this classification.

Compliance with training directives established by supervisory/managerial personnel.

Adherence to all applicable Federal and State safety laws, rules, and regulations and City safety policies/procedures.

**Certification of Approval**



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**David Harding, Director of Human Resources**

1/5/2009  
**Date**