



City of Auburn (AL)
Communications Officer - Full Time

SALARY	\$3,696.44 - \$4,361.80 Monthly	LOCATION	Auburn, AL
JOB TYPE	Regular Full-time	JOB NUMBER	00873
DEPARTMENT	PSSPSComm	OPENING DATE	10/10/2023
CLOSING DATE	10/24/2023 11:59 PM Central		

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

COMMUNICATIONS OFFICER

Department: Public Safety – Communications
Pay Grade: 107
FLSA Status: Non-Exempt
Personnel Status: Regular Full-Time

JOB SUMMARY

This position is responsible for receiving emergency and non-emergency calls, initiating the appropriate response, and monitoring field responder activity. This position reports to the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS

- Answers emergency and administrative telephone lines.
- Dispatches Police and Fire units as appropriate.
- Conducts queries and enters/maintains records via Alabama Criminal Justice Information Center and National Crime Information Center databases.
- Maintains databases and paperwork for NCIC (National Crime Information Center).
- Provides administrative support for communications operations.
- Performs other related job duties as assigned.

AGENCY-WIDE COMPETENCIES

Professional Excellence

Sense of responsibility and commitment; ability to meet expectations; quality of work output; willingness to admit and correct mistakes.

Communication

Ability to express oneself clearly, credibly, and respectfully in an appropriate tone; quality of judgment exercised in what information should be communicated; ability to adjust to different communication styles.

Teamwork

Commitment to team activities; placing value of team success over personal recognition; altruism; impact on team success; willingness to fulfill a variety of roles.

Engagement

Initiative exercised in solving problems; willingness to take on new responsibilities; acting on opportunities and presenting ideas; modeling a positive attitude and resilience; volunteering for group work; praising work of the City and coworkers; demonstrating pride in public service.

Public Service

Views citizens as a priority; demonstrates ethical, trustworthy behavior, stands as an example of servant leadership; maintains trust of the Auburn citizens.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; or an equivalent combination of education and experience.

Special Qualifications:

- Possession of or ability to readily obtain Alabama Criminal Justice Information Center and National Crime Information Center certification within six months of employment.

Knowledge, Skills, and Abilities:

- Knowledge of communications software and hardware.
- Knowledge of Alabama Criminal Justice Information Center and National Crime Information Center guidelines.
- Knowledge of City streets and geography.
- Knowledge of the Computer Aided Dispatch system.
- Knowledge of local government operations, policies and plans, and modern office practices and procedures.
- Knowledge of Microsoft Word, Excel, PowerPoint, and other similar programs.
- Skill in operating two-way radios and multi-line telephone systems.
- Skill in making decisions in stressful situations.
- Skill in using computers for data entry, word processing, and/or accounting purposes.
- Skill in the use of small office equipment, including calculators, copy machines or multi-line telephone systems.
- Skill in effective communication, both orally and in writing.
- Ability to meet and deal with employees and the public in an effective and courteous manner.
- Ability to get along with others and work effectively with the public and co-workers.
- Ability to deal with confidential and sensitive matters.
- Ability to use computers for data entry, word processing, and/or accounting purposes.
- Ability to work independently, work well with others, and manage time effectively.

PHYSICAL DEMANDS

The work is sedentary work, which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Work is typically performed while intermittently sitting, standing, or stooping.

WORK ENVIRONMENT

The work is typically performed in an office environment.

Agency

City of Auburn (AL)

Address

130 Tichenor Avenue

Auburn, Alabama, 36830

Phone

(334) 501-7240

Website

<http://www.auburnalabama.org>

Communications Officer - Full Time Supplemental Questionnaire

***QUESTION 1**

A job requirement of this position is working night, weekend, and holiday hours. Are you able to meet this requirement?

- Yes
- No

* Required Question