



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Communications Officer
Department:	Public Safety
Reports To:	

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

Performs basic work in the police communications center. Work involves contact with all public safety officers, and involves following established policies and procedures.

Examples of Duties and Responsibilities:

- Answers the emergency phones and radios in the police communications center, and dispatches police officers via police radio as the report or complaint dictates.
- Data entries and maintains various logs, forms of all calls, reports, complaints, parking citations, collection of fines, and other parking administration, according to standard police procedures.
- Monitors the Alarm Monitoring System and digital logger.
- Dispatches appropriate personnel for reports of incidents or complaints.
- Greets the public and provides information about the campus.
- Receives incoming telephone calls from callers seeking general information about school closures, department hours, etc.
- Assists administrative personnel with clerical support as needed.
- Coordinates the response of emergency agencies, i.e. Fire, EMS
- Responsible for operation of GCIC/NCIC computer terminal.
- Maintains professional and technical knowledge.
- Contributes to team effort.

Knowledge, Skills and Abilities:

- Knowledge of the CAU campus.
- Knowledge of police dispatch procedures and functions of a police department.
- Effective oral and written communication skills.
- Knowledge of basic office equipment operation and computer operation and software; ability to maintain databases.
- Knowledge of general office procedures.
- Ability to work under stressful situations.
- Ability to work independently, and perform assignments through oral and written instructions, and/or specific policies and procedures.
- Ability to deal professionally and courteously with the public and police personnel on the phone and police two-way radio.

Minimum Hiring Standards:

Education	High School diploma, GED
Years of Experience	1 year of office or clerical experience preferred. Must have no criminal history. Must have no felony conviction, be able to pass thorough background investigation and take a pre-employment drug screen.
Years of Management/Supervisor Experience	