

Specification for Class of

COMMUNICATIONS OFFICER 1

**Abolished Effective July 1, 2007**

Definition: As a senior operator in a communications center, transmits, receives, and relays information concerning public safety and law enforcement activities to, from, and between State Patrol mobile units and stations, other State, county, and Federal law enforcement agencies, and the public by means of radio, multi-line telephone systems, computer terminals, private line intercom systems, and other telecommunications devices. May assist in providing primary on-the-job training for Communications Officers.

Typical Work

Provides dispatch services to and from stations in the State Patrol communications network and mobile units of the State Patrol, Game Department, Fisheries Department, Utilities and Transportation Commission, Department of Corrections, Liquor Control Board, Lottery Commission, State Parks, U.S. Fish/Wildlife, U.S. Marshal's Office, and other State and local governmental agencies;

Receives communications from the public by telephone and in person; records, evaluates, and disseminates reports of accidents, DWI's, traffic hazards, erratically driven vehicles, disabled vehicles, in-progress crimes, complaints, stolen vehicles, wanted persons, attempts to locate, and initiates appropriate action; makes appropriate computer entry as required; maintains appropriate files and records as required;

Dispatches ambulances, tow trucks, fire department, aid cars, and other aid as requested, maintains appropriate record;

Utilizes a computer terminal to obtain information pertaining to driver's licenses, vehicle registrations, wanted vehicles, wanted persons, articles, and impounded vehicles utilizing an out-of-state teletype system when appropriate;

'Maintains current status of all mobile units;

Receives and announces visitors to offices, sells permits, audits daily permit sales, assists public filing accident reports, accepts lost and found articles, checks warning tickets for compliance and provides information to the public concerning road

and weather conditions, directions, driver's license/registration information, motor code laws, and Game/Fish regulations and other information as requested;

Operates a multi-frequency radio console, multi-line telephone system, computer terminal, telefax machine, typewriter, private line intercom system, and other data recording equipment;

Receives and transfers telephone calls within the office and takes and relays messages when appropriate;

May assist in providing on-the-job training to the new Communications Officers;

Reviews manual, publications, and bulletin board for information; coordinates current events with personnel arriving on shift;

Performs other work as required.

#### Minimum Qualifications

One year of experience as a Communications Officer for the Washington State Patrol.

#### OR

One year of equivalent experience as a public safety emergency service dispatcher for a police, fire, or emergency medical services (EMS) in a city, county, or federal governmental agency. Excludes: dispatching for tow truck and wrecker companies, private ambulances, cabs, UPS, etc.

Revised September 1, 1966

Revised July 1, 1969

General revision and title change (formerly Radio Dispatcher 1)

Revised May 5, 1972

Revises Minimum qualifications

Revised January 16, 1976

Revises minimum qualifications, adds desirable qualifications, general revision

Revised August 10, 1984

Revises definition and general revision

Revised August 15, 1986

Revises definition, minimum qualifications and general revision