

**Job Class Profile:**                      **Communications Technician (RNC)**

**Pay Level:**                                  **CG-27**                      **Point Band:**                                  **534-577**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 3         | 5                    | 4               | 6             | 3          | 3                                | 4      | 1                          | 2                                |              |
| Points | 140       | 83                   | 25              | 29            | 90         | 65                               | 83     | 21                         | 21                               | 557          |

## JOB SUMMARY

The Communications Technician provides frontline communications support by operating a switchboard and directing calls to the appropriate party. Provides effective communications between the department, the public, police officers in the field, and other agencies by receiving, recording and dispatching general and emergency (911) incidents.

### Key and Periodic Activities

- Provides general reception, advice and assistance to the public either by telephone or in person.
- Operates a switchboard and directs calls to the appropriate persons or takes messages for same.
- Answers and records all 911 calls and dispatches the appropriate agency, either police, ambulance, fire department, and/or forestry department. Dispatches personnel to non-emergency calls as well.
- Calls for service and follows up with file data entry.
- Maintains a computer terminal and computerized logs. Utilizes the computer to retrieve information for officers such as motor vehicle information, policies and procedures, etc.
- Transcribes audio/video interviews that may be required for court and disclosure.
- Prepares court documents such as subpoenas, warrants, Certificates of Conduct, and accident reports.
- Translates English and French, both verbally and written, for Officers.
- Deals with persons on undertakings and/or court orders that are required to report to the police department to sign the sign-in ledger. Keeps track if they are adhering to orders by signing in on time.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- General understanding of the laws of Canada, provincial statutes, municipal by-laws, and court documents.

#### Formal Education and/or Certification(s):

- Minimum: 2-3 year specialized post secondary clerical (legal) diploma.

**Years of Experience:**

- Minimum: 2 to 3 years experience.

**Competencies:**

- Transcription and data entry.
- Computer software.
- Strong oral and written communication skills.

**Interpersonal Skills**

- Interpersonal skills include listening to information from others, asking questions, providing routine information, providing care/comfort/nurturing to others, gaining the co-operation of others to solve a problem, and dealing with angry or upset people.
- The ability to listen to information from others, to ask questions to gain necessary information, and to provide comfort to others is crucial to the position. Incumbents must determine the most appropriate method of communication for each emergency call such as suicide calls and mental health calls.
- The three most significant daily contacts are with the general public; police officers; and other professionals (other police agencies, fire departments, sheriff's office, provincial courts, etc.)

**EFFORT****Physical Effort**

- The demands of the job occasionally result in fatigue requiring periods of rest as a result of handling stressful telephone calls.
- Constant fine finger/precision work and sitting while providing general reception and on switchboard answering calls.
- Occasional standing and walking is required.

**Concentration**

- **Visual** concentration is constantly required for entering and retrieving information from computer databases, front counter duties, general computer use, monitoring units on system, and retrieving phone calls from multi-lined phone system).
- **Auditory** concentration or strain is constant to listen and direct phone calls for service, emergency 911 calls, police radios, transcribing interviews.
- **Higher than normal levels of attentiveness and carefulness, and alertness to the health and safety of others** is required when emergency calls are received, suicide callers, disturbances, DOA's, and mental health calls.
- **Time pressures and deadlines** are constant to ensure information is entered into the system in a quick but accurate manner in an emergency call and ensuring police are dispatched immediately. Documents required for court, transcriptions for court have time pressures and deadlines.
- **Interruptions** (i.e. high volume of calls with no other staff to assist.); **repetition requiring alertness** (i.e. data entry, preparation of court documents).
- **Lack of control over the work pace** (i.e. numerous emergency calls) is a regular occurrence.
- **Exact results and precision** is regularly required for gathering precise information from callers

to provide to first responders to ensure they are fully informed as to what the situation is that they may be responding.

### **Complexity**

- Tasks and activities are repetitive and well defined, different but related.
- Problems can be addressed by following procedures and/or guidelines and require working within defined and standard work processes.
- Typical challenges include civil matters, which are most frequent calls, and involve providing advice and no police action. Such calls are usually handled by the dispatcher; call priority must be determined (civil vs. criminal calls) and resources assigned.
- When addressing typical problems incumbents can reference experienced police officers to share their experience and explain how to handle certain situations, contact the supervisor or the RNC, reference the Policy and Procedure Manual (dispatcher's manual), and various Acts.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks and activities are moderately monitored and controlled.
- Supervisory approval is not required when sending police to a residence or building, or in determining how many members to send.
- Supervisory approval is required for release of personal information to an outside agency, purchases, and overtime or call out for staff.

### **Impact**

- Work tasks and activities have impact on the immediate work area, the department, outside the organization, and on the public, as well as on processes, information, human resources, and health and safety.
- In the event of a mistake or error there is an extreme impact on health and safety, and a significant impact on the immediate work area, the department, the public, information, and human resources. When receiving a call for a police officer to attend the scene of a domestic dispute, if the technician fails to obtain the proper information (i.e. weapons on the premises) then a police officer could be attacked upon entering the residence, and either wounded or killed; filing of court documents with incorrect names, addresses, dates of birth, or charges could result in the charges being thrown out of court; not asking enough questions or the correct questions could lead to a delay in members arriving, or members of the general public getting injured or possibly dying.
- The time frame associated with the identification and resolution of errors is normally within hours of problem identification.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Provides on the job advice, guidance, and training to new members and technicians in computerized programs, telephone procedures, responses, radio procedures.

**WORKING CONDITIONS**

| <b>Environmental Working Conditions</b>   |
|---|
| <ul style="list-style-type: none"><li>— There is no requirement for safety precautions or equipment.</li><li>— There is a limited likelihood of minor cuts/bruises.</li><li>— Regular exposure to computer glare.</li></ul> |