

## OPERATIONS SPECIALIST

### **Position Purpose:**

The purpose of this position is to provide non-emergency clerical work supporting the Town of South Berwick's public safety operations. Work involves routine operation of radio equipment, typing, clerical work and the preparation of a wide variety of records management. This includes typing communications and processing and maintaining records in connection with the efficient operation of the Police department. An employee of this class is assigned to a specific shift and is responsible for assigned record keeping duties and keeping the immediate reception area in a neat and orderly fashion. The Operations Specialist is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision:**

*Supervision Scope:* Performs a variety of responsible clerical specialist functions in accordance with established standard operating procedures; uses independent judgment to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures to determine the correct outcome. An employee of this class must use discretion in carrying out duties and must be capable of exercising careful judgment in handling contact with the public.

*Supervision Received:* Works under the general direction of the Chief of Police and Lieutenant; all unusual situations/problems are referred to supervisor. The position is subject to review and evaluation according to the Town's personnel plan. Works with significant autonomy.

*Supervision Given:* May train new appointments.

### **Job Environment:**

Work is performed in a typical public safety setting; the noise level is moderate at times. Operates telephone, computers, two-way radio equipment, facsimile machine, copier, fax and other standard office and radio equipment.

Makes frequent contacts with the general public (via telephone or walk-ins), other town employees, and utilities, towing companies and local businesses and representatives from the District

Attorney's office, other municipalities and governmental agencies. Contacts are in writing, in person, by telephone, by radio, and involve an information exchange dialogue. Has access to confidential information concerning ongoing police activities/criminal investigations and personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could seriously endanger persons and property, cause significant confusion and have legal and/or financial repercussions and result in adverse public relations.

**Essential Functions:**

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

**IMC Case Manager**

Will be required to become proficient with the IMC Records Management System. Will be required to review and enter all reports in systematic fashion to include voluntary statements, photos, officer notes or other pertinent information related to the call/case.

Will be required to maintain TAC (Terminal Access Control) title and manage inquiries on Metro and prepare for state/federal auditing. Required to record and log calls for service and non-law enforcement entrance to the facility.

Answers non-emergency and business calls for police. Refers calls that cannot be answered to the appropriate town department personnel.

Answers requests for service from the public as defined in the policies and procedure manuals. Prioritizes calls. Coordinates all other services as needed including the Department of Public

Works, public utilities and mutual aid.

Maintains activities logs for Police and enters information into the computer system. Maintains other records as required. Maintains and updates various records on computer.

Conducts inquiries using NCIC computer regarding motor vehicles, criminal histories, administration messages and other entries for law enforcement use. Verifies arrest warrants, wanted persons and articles.

Acts as liaison between the department and other agencies and the public.

Handles complaints from residents both in person and by telephone.

Performs video and audio operations for all arrests and interviews at the police station.

May prepare court cases and summons for court.

Issues permits for the Fire Department; collects money for parking tickets. Handles the "Loaner Key" for the Community Center.

Assist patrol with investigation research.

Reports any equipment malfunctions to supervisor and contacts appropriate service agency to repair if necessary.

Laminates weapons permits in the absence of the Administrative Assistant to the Chief of Police.

Enters motor vehicle stops, citations and warnings.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Will be required to cross train in the following areas to assist when administrative assistant is unavailable.

FOIA Requests

Payroll

Export of motor vehicle crashes

Media Logs

Pull required and requested reports when necessary

Facebook/Social Media needs

Ordering of operational supplies

Grant support and management

Payroll

NIBERS & UCR reporting

### **Recommended Minimum Qualifications:**

#### **Education, Training Experience:**

High school education, or preferably training or education beyond high school in business administration or office procedures; experience in radio and associated communications equipment related to public safety; or any equivalent combination of education, training and experience.

#### **Special Requirements:**

Notary Public

Certification at ETC - Mandatory

Completion of Terminal Operator Certification Course Limited Access - Mandatory

#### **Knowledge, Ability and Skill:**

*Knowledge:* General knowledge of the rules, regulations, orders, policies and procedures relating to dispatching operations. General knowledge of computers, electronic data processing, radios and telephone systems. Working knowledge of the federal regulations governing police operations. Working knowledge of modern office practices and procedures. Working knowledge of police work. Knowledge of the street system and geography of the Town of South Berwick.

*Ability:* Ability to handle situations calmly, promptly and efficiently, while under a high level of stress and emotional strain. Ability to handle multiple tasks and prioritize work. Ability to make

decisions regarding the safety of the public. Ability to transmit the information between the involved parties with understanding of the situation. Ability to elicit needed information from a caller. Ability to speak clearly and give clear directions over the radio and telephone. Ability to maintain highly confidential information. Ability to attend to a number of details occurring simultaneously and do so with accuracy. Ability to think clearly.

*Skill:* Skill in keyboarding, using computer technology and record-keeping. Skill in the operation of the above listed equipment. Excellent customer service and public relations skills.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Regularly required to manually operate all dispatching and office equipment; must be able to operate a keyboard at an efficient speed. Must be able to communicate effectively, clearly and concisely, especially on the telephone. Vision and hearing at/or correctable to normal ranges. Position requires standing or sitting for extended periods of time.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*