



MONTGOMERY TOWNSHIP

POSITION TITLE: COMMUNICATION SPECIALIST
Regular, Full-time, Non-Exempt
DEPARTMENT: Police
EFFECTIVE: July 2, 2019
REVISED: September 1, 2022

GENERAL DESCRIPTION:

The job functions consist of aiding sworn personnel and the public, directing calls that come into the non-emergency line, monitoring the cell block through closed-circuit television (CCTV), communicating on a Township monitored radio as well as county monitored radio, and performing clerical duties.

This position requires excellent communication skills when interacting with the public, uniformed officers, detectives, and Township personnel.

SUPERVISION RECEIVED:

Under the direct supervision of the Communication Specialist Supervisor and Assistant Supervisor, with occasional direction from the Lieutenants or the Chief of Police.

SUPERVISION EXERCISED:

None.

ESSENTIAL JOB FUNCTIONS:

Monitor the following systems, and perform data entry as necessary:

- The Advance Law Enforcement Intelligence System (ALEIS) Record Management System
- Commonwealth Law Enforcement Assistance Network (CLEAN) Scope
- National Crime Information Center (NCIC) Scope
- Montgomery County Computer Aided Dispatch (CAD)

Monitor and communicate with officers and agencies as needed, through the law enforcement radio channels (County Radio / Township Channel).

Monitor the safety and security of prisoners and officers in the Detention Facility via CCTV.

Assist sworn employees with law enforcement activities.

Receive, prioritize, process and forward radio and phone calls for service to appropriate agencies/officers.

Prepare and maintain records and files.

Assist the public with general information/direction.



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ESSENTIAL JOB FUNCTIONS (continued):

Arrange arraignment hearings and assist with related paperwork.

Handle checks, cash & money orders for reports, parking tickets and solicitation permits.

Process solicitation permit applications.

Process mail, protection from abuse orders, vacant home checks, PA One calls.

Make notifications to PennDOT/Game Commission.

Follow department policies and procedures in accordance with the duties and responsibilities of this position.

The above functions are intended to describe the general nature and level of work being performed in this position; they are not intended to be an exhaustive list of all duties, responsibilities and qualifications of this position. Perform related duties and responsibilities as required.

JOB STANDARDS (Minimum qualifications needed to perform essential functions):

Ability to work various shifts, which include day, evening, weekend and holiday hours.

A high degree of dependability. Willingness and ability to report for duty during inclement weather and other adverse situations.

Assist the public in a calm and courteous manner.

Ability to operate the communication center under stressful conditions.

Ability to prioritize and organize workflow.

Ability to use discretion when handling confidential and sensitive information.

Assist in law enforcement calls for service.

Ability to operate county system, state system and local system.

Ability to type at a reasonable rate of speed.



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Ability to work in a fast-paced environment.

Ability to establish and maintain effective working relationships with supervisors, co-workers, elected officials and representatives of governmental and other agencies, and the general public.

Ability to sit for eight to twelve hours and move about the communication center and police department.

Perform repetitive fine manipulation; handle office implements frequently; bend, lift, and carry up to 35 lbs. (box of computer paper), and reach at shoulder level, occasionally.

Possess good visual acuity (near vision continuously, mid-vision occasionally).

Ability to simultaneously listen to, process and respond to information being received from multiple channels.

Ability to operate keyboard and push button consoles.

Ability to speak and communicate clearly in order to be understood over radio equipment and phone system.

Ability to receive satisfactory ratings throughout the Communication Specialist training process.

Knowledge of Township and department practices, policies and procedures.

Knowledge of department emergency dispatch operations.

Knowledge of Township layout and ability to effectively direct emergency personnel to incident.

JOB LOCATION (Place where work is performed):

Montgomery Township, 1001 Stump Road, Montgomeryville, PA, 18936.

EQUIPMENT (Examples of machines, devices, tools, etc., used in job performance include but not limited to):

Computer, copier, printer, fax machine, telephone, surveillance system, automated entry system, internal call box system, and scanner.



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EDUCATION, EXPERIENCE AND TRAINING:

High school diploma or equivalent, required.

Successful results upon completion of pre-employment background checks, pre-employment physical, assessments or tests, as applicable, required. All applicants are subject to a criminal background investigation, which must meet the requirements for access to confidential law enforcement databases.

Ability to communicate and perform well in an interview and demonstrate proven skills and abilities, required.

Remain current in all position applicable trainings as required.