

# Police Communications Specialist I

## Position Details

Class Code: 4056

Job Family: Police Services

Classification: Support Professional

Terms of Employment: [Pay Grade 56 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under limited supervision, acts as lifeline to sworn personnel and other Police Services field units. Serves as initial point of contact for those seeking police and emergency services. Utilizes complex computer equipment to receive, evaluate, prioritize, and respond to emergency and non-emergency requests for assistance from law enforcement, fire, medical, emergency management, public utilities, protective services, or other emergency services; dispatches appropriate units. Uses independent judgment to make immediate, critical decisions impacting the health and/or safety of Clark County School District staff, students, parents/guardians, the public, and representatives, as well as District buildings and property.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Answers and screens incoming emergency/non-emergency telephone calls from victims, witnesses, suspects, District administrators, staff, students, parents/guardians, members of the public, law enforcement representatives, etc.

2. Quickly/accurately questions callers to elicit information necessary to establish the location, nature, severity, and priority of calls; determines any officer safety risks.
3. Quickly/accurately documents all calls in the Computer-Aided Dispatch (CAD) system. Determines service(s) needed and appropriate response using strong discretion/judgment, while considering General Orders and procedures.
4. Conducts investigations to assist sworn personnel, Child Protective Services (CPS), Division of Child and Family Services (DCFS), and other law enforcement partners in identifying suspects, victims, and witnesses by utilizing surveillance cameras, social media, student databases, etc.
5. Expeditiously and accurately directs law enforcement units' response to potential life or death situations, other emergencies, and non-emergency incidents via radio/telephone; coordinates responding units; prioritizes calls pending dispatch.
6. Accurately tracks, monitors, and documents the movement, activities, and statuses of more than 50 sworn/civilian personnel in CAD.
7. Proficiently and accurately locks down and clears locked down campuses in the event of an emergency, active assailant, or other high priority critical incident.
8. Operates/monitors computerized public safety radio dispatch systems, including computer radio interface console, computer telephone interface console, CAD system, school-to-police radio console (SPUR), and global information system (GIS) mapping.
9. Queries National Crime Information Center (NCIC), Nevada Criminal Justice Information System (NCJIS), Shared Computer Operations for Protection and Enforcement (SCOPE), Department of Motor Vehicles (DMV), and other local, state, and national computer files to determine status of vehicles, persons, property, and wants/warrants; accesses computer systems to exchange information between agencies.
10. Summarizes information for broadcasting using clear, concise, appropriate language in an organized, complete, and accurate manner.
11. Enters/maintains data in NCIC, NCJIS, SCOPE, and other local, state, and national computer files; confirms status/validity of information for other agencies.
12. Validates criminal history, warrants, and colleagues' article entries in accordance with Criminal Justice Information Services (CJIS) security policy.
13. Performs informational searches in the CAD system and other computerized databases upon request.
14. Educates callers on local laws, ordinances, county codes, Department General Orders, and procedures.
15. Ensures equipment is operating properly; notifies appropriate supervisor of equipment malfunctions.

16. Confirms warrants with responsible agencies; receives, enters, files, and updates warrants.
  17. Monitors anonymous tip reporting program; relays information and coordinates responses with other agencies and departments.
  18. Monitors ShotSpotter® and assists in coordinating procedures for gunshots fired at/near CCSD schools.
  19. Researches/interprets coded responses from various systems for law enforcement, public safety, or other relevant parties.
  20. Monitors surveillance cameras, intrusion, fire, tamper, power failure, and temperature alarms at District buildings; coordinates/dispatches appropriate resources.
  21. Receives outgoing shift's activity briefings at start of shift; briefs incoming personnel at end of shift.
  22. Receives after-hours calls for all District departments; coordinates/dispatches appropriate resources.
  23. Acts as a Communications Training Officer (CTO) for the Communications Section, providing on-the-job and classroom training/direction to new employees on dispatching methods/techniques, District and Department policies/procedures, and dispatch equipment operations.
  24. May act as a Police Communications Specialist II when no Police Communications Specialist II is on duty.
  25. Exemplifies Department values, both on and off duty; serves as a positive role model and representative of CCSDPD.
  26. Testifies in court, as needed.
  27. Confidently handles sensitive and legally protected information.
  28. Conforms to safety standards, as prescribed.
  29. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Efficiently/accurately operates multiple devices and software applications under extreme pressure/stress; effectively makes sound decisions while multitasking.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Ability to learn and become certified in law enforcement computer systems and other related equipment, including SCOPE, NCIC, Nevada Law Enforcement Telecom (NLET), NCJIS, etc.
2. Ability to work, organize, and operate efficiently under extreme pressure/stress.
3. Ability to remain calm and continue working when violent or highly emotional situations occur.
4. Ability to multitask and skillfully utilize telephone, radio, and computer software systems.
5. Ability to accurately relay critical information, verbally and electronically, to appropriate emergency response units in accordance with Department procedures.
6. Ability to ask questions, interpret, analyze, and anticipate callers' situations, and resolve problems, provide information, dispatch emergency services, or refer callers to other agencies, as appropriate.
7. Ability to use logic/reasoning to reach conclusions and solve problems.
8. Knowledge of business English and spelling; ability to clearly communicate information, verbally and in writing.
9. Ability to memorize/retain information from various sources.
10. Ability to respond diplomatically and tactfully to people of diverse backgrounds.
11. Ability to respond diplomatically and tactfully to people when they may be confused, irate, upset, under the influence, or irrational.
12. Ability to use sound judgment and decision-making skills when evaluating situations, establishing priorities, and resolving matters.
13. Ability to think quickly.
14. Ability to react calmly and effectively in emergency situations.
15. Ability to actively listen and communicate effectively through clear speech and hearing, often in stressful and loud situations.
16. Knowledge of jurisdictional boundaries, or the ability to quickly learn them.
17. Ability to work in a high-pressure, high-security environment.
18. Ability to simultaneously attend and respond to competing auditory messages.
19. Ability to receive and properly execute instructions.
20. Ability to enter information into a computer while talking and making quick, sound decisions.
21. Ability to accurately hear, and simultaneously document, verbal information.
22. Ability to work independently and in teams.
23. Ability to maintain emotional self-control.

24. Ability to monitor multiple computer screens and windows simultaneously.
  25. Ability to learn emergency call processing policies/procedures.
  26. Ability to learn standard radio broadcasting/dispatch procedures and guidelines.
  27. Ability to learn law enforcement codes, practices, and methods.
  28. Ability to maintain confidentiality of information.
  29. Ability to effectively perform the duties and responsibilities of the position while under stress.
  30. Ability to read maps and printouts.
  31. Ability to work rapidly and accurately with names, numbers, codes, and symbols.
  32. Ability to meet predetermined deadlines.
  33. Ability to judge when to act independently and when to refer situations to a supervisor/administrator.
  34. Ability to work in confined areas.
  35. Ability to work flexible hours or shifts.
  36. Ability to work cooperatively with employees, parents/guardians, students, other agencies, and the public.
  37. Ability to recognize/report hazards and apply safe work methods.
  38. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. One (1) year of general office experience directly involved in performing customer service or public contact duties; or,  
At least 30 credit hours from an accredited college/university in Criminal Justice or a closely-related field; or,  
Emergency Telecommunicator Certification (ETC) issued by the International Academies of Emergency Dispatch (ISED).
3. Verified keyboarding/typing score of 45 words per minute net (dated within 12-months from the date certification was printed.) A copy of the keyboarding/typing certification must be uploaded into the application.
4. Must successfully complete the CCSD School Police Services 19-week course in Communications Training within six (6) months of hire into position.

**NOTE:** Keyboarding/typing certifications must follow specific guidelines to be considered as part of the application or qualified selection pool (QSP) placement:

[http://ccsd.net/employees/resources/pdf/typing\\_certification\\_guidelines.pdf](http://ccsd.net/employees/resources/pdf/typing_certification_guidelines.pdf)

## **Licenses and Certifications**

1. Must complete CJIS training session and obtain CJIS certification within six (6) months of hire into position. Certification must be maintained for duration of assignment.
2. A valid driver's license or state-issued identification card.

**NOTE:** Applicants/employees are subject to all aspects of mandatory drug/alcohol testing as outlined in [Nevada Revised Statutes \(NRS\) 613.132](#).

## **Preferred Qualifications**

1. Experience working with data communications software.
  2. Experience as a public safety radio dispatcher or call center operator.
  3. Bilingual.
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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
  2. Copy of a valid driver's license or state-issued identification card.
  3. Transcript(s) from an accredited college/university, if applicable.
  4. Emergency Telecommunicator Certification (ETC) issued by the International Academies of Emergency Dispatch (ISED), if applicable.
  5. Verified typing/keyboarding score of 45 words per minute net (dated within 12-months from the date certification was printed.)
  6. Specific documented evidence of training and experience to satisfy position requirements.
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## **Examples of Assigned Work Areas**

CCSD school police dispatch facilities.

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## **Work Environment**

### **Strength**

Sedentary/light - exert force up to 25 lbs., occasionally.

## **Physical Demand**

Constant talking, listening, and sitting for prolonged periods of time. Stamina to remain seated or standing and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, two-way radio, or over the telephone. Vision: Frequent near and far acuity, and color vision. Visual acuity sufficient to read small print, computer screens, video monitors, maps, print outs, other materials, and display devices. Dexterity to operate telephones, portable radios, computers/peripherals, alarms, and other related communications/office equipment.

## **Environmental Conditions**

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

## **Hazards**

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Radio/telephone/computerized communications systems, security alarm systems, computers, printers, copy machines, fax machines, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 07/14/23
- Created: 07/22/02