

JOB ANNOUNCEMENT

Title: Per Diem Part Time Police Communications Clerk

Date Issue: September 11, 2017

Date Closed: September 21, 2017

Salary Range: \$6.00 to \$15.00 per hour

Definition: Under direction, receives citizen and field personnel telephone complaints and telephone requests for police service and assistance; processes messages and refers same to appropriate police personnel for action; does other related duties.

Note: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

Examples of Work:

Receives direct citizen telephone complaints and telephone requests for police assistance, and may simultaneously enter the information into the computer style keyboard and computer aided dispatch system.

Determines nature of call and initiates action by making notations on pertinent police form, noting time of call, details of complaints, classification of complaint and then forwards to the appropriate police personnel or to the appropriate Fire or EMS agency for action.

Collates dispatch actions, and records same on proper forms for police records.

Receives requests for name checks and/or license number checks from police field personnel, and processes requests through the Teletype Section and/or Records and Identification Bureaus.

Completes necessary records and files relative to these calls.

Forwards, upon citizen request, certain routine, repetitive, and cleared information, and forwards requests for classified information to proper police section.

Maintains an assuring and calming attitude during periods of stress and emergency.

Ascertains proper addresses and information to avoid unnecessary delays for police responses.

Screens calls to initiate proper chain of action.

Maintains all necessary records and files.

Will be required to learn to utilize various types of electronic and /or manual recording and information systems used by the agency, office, or related units.

Requirements: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle is necessary to perform the essential duties of the position.

Knowledge and Abilities: Ability to understand and apply relevant rules, regulations, policies, programs, functions, layout and personnel, and of modern police methods, practices and equipment after a period of training.

- Ability to meet and act courteously and effectively with people.
- Ability to handle stressful situations appropriately.
- Ability to listen and understand callers' needs and situations.
- Ability to learn and apply new information.
- Ability to remember numerous details.
- Ability to act in a decisive manner, using good judgment.
- Ability to maintain objectivity in the decision-making process.
- Ability to perform multiple tasks simultaneously.
 - Ability to receive and give information over the telephone accurately and understandably.
 - Ability to comprehend established office routines and rules and regulations of a limited complexity, and to maintain suitable records and files.
 - Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.
 - Ability to read, write, speak, understand, and communicate in English sufficiently to perform the duties of the position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Please send resumes to 70 West Front Street, Keyport NJ 07735
Or email with your letter of interest to dnellis@keyportonline.com