

## COMMUNICATIONS CLERK

### DISTINGUISHING FEATURES OF THE CLASS:

This position generally provides both communication services and security related services to a department. The duties actually performed tend to vary according to each department's physical layout, communication equipment employed, and operating needs. The incumbent receives and transmits messages via telephone, two-way radio, pager, and similar equipment. Information provided to callers is usually basic in nature, and focuses on transmitting or transferring the information to the proper personnel. The incumbent is also involved in maintaining the security of buildings and facilities, requiring the inspection of grounds or the monitoring of security cameras, alarms and scanners. In addition, a number of clerical support functions may be required such as logging callers or visitors, logging weather conditions, or processing routine paper work. The position differs from Receptionist in that it generally initiates more calls to outside groups, is more frequently involved in emergency communications, and it performs a significant security related function for the department. The work is performed under specific procedures and guidelines on what to do in emergency situations and how to generally handle callers and the transmitting and recording of information. The incumbent exercises some independent judgment in how to assess a situation and best respond to unclear or problem situations. General direction may be provided to aides, interns and temporary employees.

### TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Answers phone to provide basic information to callers, transfers to appropriate staff, or takes information and messages; notifies public safety agencies when situation requires;
2. Dispatches staff and equipment or transfers information via phone, two-way radio or pager system;
3. Provides security by inspecting grounds, monitoring alarms, scanners and security cameras; makes calls to emergency services and departmental personnel as needed;
4. Logs calls, dispatches for use of vehicles and equipment, deliveries, and similar information;
5. Issues parking permits and identification cards;
6. May perform routine clerical tasks such as ordering supplies, maintaining and processing simple records, assigning vehicles for use.

### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of English necessary to respond to oral inquiries for information or assistance;  
Knowledge of departmental functions and services necessary to provide general assistance to others;  
Ability to learn and operate various communication equipment including telephone consoles, two-way radios and pagers;  
Ability to maintain accurate logs and records;  
Ability to react quickly and effectively to emergency situations;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

### MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) One year of clerical work experience;  
OR: (B) One year (30 standard credit hours) of college;  
OR: (C) An equivalent combination of work experience and education within the limits of (A) and (B) above.

### SPECIAL REQUIREMENT:

Candidates must indicate keyboarding ability, i.e. courses in keyboarding or keyboarding work experience.

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ADOPTED:	01/01/78	REVISED:	06/29/88	03/01/96	09/04/97	02/05/98
			07/03/99	09/09/03	08/02/07	