



NORTH DAKOTA
CLASS DESCRIPTION
ND Human Resource Management
Services
Phone: (701) 328-3290

Class Codes: 5021
5022
5023
5024

COMMUNICATIONS SPECIALIST

SCOPE OF WORK:

Work involves providing twenty-four hour communications for the state of North Dakota through the operations of radio networks, data processing terminals, satellite communications, teletype machines and cellular and land line phone systems. Receives, clarifies, relays and dispatches information to the appropriate emergency services, law enforcement and agency statewide.

DUTIES PERFORMED AT ALL LEVELS:

- Provide assistance to the general public, state, federal and local agencies in emergency (i.e. 911) and non-emergency situations. Act as backup to the state's other Public Service Answering Points (PSAP's), and be the afterhours call center for other public safety State Agency's.
- Interview callers to obtain preliminary report of incident or emergency to determine response requirement and priority assignment and dispatch units in accordance with established protocol or jurisdictional standard operating procedures (SOP); provide medical, safety and lifesaving instructions and procedures when necessary.
- Monitor and maintain radio communication with Federal, State and local law enforcement and parole and probation officers, and public safety officers (i.e. Fire, medical, etc.) to ensure their safety and provide situational awareness.
- Monitor the Homeland Security react terminal for Emergency Management Assistance Compact (EMAC) for assistance requests for natural disasters.
- Enter, update and retrieve information from the National Law Enforcement Teletype System, National Crime Information Center (NCIC) and other computerized data systems regarding driver's license status, wanted persons, vehicle registrations and stolen vehicles for requesting law enforcement personnel.
- Monitor National Warning System (NAWAS); answer and acknowledge all warnings, alerts and tests; disseminate severe weather watches and warning to law enforcement, emergency responders and the general public; assist Highway Patrol and Department of Transportation with closure of any state highways due to catastrophic failure or safety concerns.
- Participate in the national Amber Alert program coordinating city, county, and state law enforcement along with the state's news media.
- Assist the Upper Midwest Procurement Organization for Donor Organs in ND by checking on status of organ donors involved in accidents.
- Identify, assess and coordinate statewide response to an emergencies or threats (i.e. bomb threats, weapons of mass destruction, and hazardous materials spills).
- Assist the Capitol and Heritage Center security with any reports of crimes or disturbances on the Capitol grounds.

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- Provide input to the State Operations Center's Standard Operating Procedures Manual; maintain State Operations Center's records systems.
 - Work also involves entering events into computer aided dispatch systems, participating in Emergency Management and Homeland Security assignments.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

COMMUNICATIONS SPECIALIST I

5021

GRADE F

Individuals at this level perform a variety of emergency dispatch assignments while learning the proper procedures and techniques required. Work is performed under close supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None

MINIMUM QUALIFICATIONS:

Requires one of the following:

- One year work experience as a public safety/911 dispatcher, paramedic/EMT, firefighter, law enforcement or corrections officer or other emergency communications dispatch or switchboard work experience, or
- Four years of work experience performing office support, clerical, secretarial, or customer service duties that involved multi-tasking and communicating with the public; two years of college course work in criminal justice, psychology, counseling, nursing or other closely related field may substitute for up to two years of work experience.

Employees in this class are required to obtain certification by the National Crime Information Center (NCIC), Cardio-Pulmonary Resuscitation (CPR) and Emergency Medical Dispatcher (EMD) within six months of employment.

COMMUNICATIONS SPECIALIST II

5022

GRADE H

Individuals at this level are considered fully trained and qualified to perform a variety of emergency dispatch assignments independent of close supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Update Computer Aided Dispatch (CAD), Bullberry Insight 911 mapping and other electronic media as required.
- Provide technical support to other emergency and law enforcement dispatch centers in North Dakota

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires the following:

- Certification in CPR, EMD and NCIC, and
- Two years of work experience as a public safety/911 dispatcher with duties similar in nature and complexity to Communications Specialist I.

COMMUNICATIONS SPECIALIST III
GRADE J

5023

LEVEL DEFINITION:

Individuals at this level serve as a lead worker.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform supervisory functions in equipment operations, security, and shift management in the supervisor's absence; provide input to performance evaluations of communications specialists.
- Train new employees on correct dispatch procedures, CAD and mapping; act as the subject matter expert (SME) for CAD.
- Review State Radio help file, SOPs, paging procedures, and correct formats for teletype inquiries.
- Participate in developing, implementing, and maintaining emergency communication mapping projects/systems.
- Assist with developing, implementing, presenting, scheduling, and tracking of training for communications center staff; ensure all certifications remain current.
- Assist in developing and updating protocol for the interaction of ND resources with out-of-state issued Amber Alerts.
- Participate in developing and maintaining information flow chart for the transfer of intelligence between agencies involved with Homeland Security and the communications center at the State Operations Center.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

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ND Class Description
Communications Specialist

MINIMUM QUALIFICATIONS:

Requires the following:

- Certification in CPR, EMD, NCIC, National Incident Management System, Association of Public-Safety Communications Officials (ACPO) and WebEOC, and
- Three years of work experience as a public safety/911 dispatcher with duties similar in nature and complexity to Communications Specialist II, and
- An associate degree in criminal justice, psychology, counseling, nursing or other closely related field; additional work experience as described may substitute for the education requirement on a year-for-year basis.

COMMUNICATIONS SUPERVISOR

GRADE K

LEVEL DEFINITION:

Individuals at this level supervise communications specialists.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Supervise employees assigned to the shift including scheduling, training, monitoring and evaluating performance.
- Direct and assist in the maintenance of equipment; notify the proper agency or resource for repair in the event of outage or failure.
- Coordinate the development, implementation, and maintenance of programs and special projects within the communications center.
- Perform all functions of a communication specialist on a rotating basis, during emergencies and staff shortages.
- Develop and implement standards, procedures and processes for communication specialists.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires the following:

- Certification in CPR, EMD, NCIC, National Incident Management System, Association of Public-Safety Communications Officials (ACPO) and WebEOC, and
- Three years of work experience as a public safety/911 dispatcher with duties similar in nature and complexity to Communications Specialist III, and
- A bachelor's degree in criminal justice, psychology, counseling, nursing or other closely related field; additional work experience as described may substitute for the education requirement on a year-for-year basis.

Eff. Date: 12/92

Rev: 07/97 – Rewritten in current format

Rev: 04/99 – Revised minimum qualifications at level I, changed technical knowledge statement and added leveling statements to levels II and III

Rev: 05/02 – Revised minimum qualifications at all levels; revised level statement, factors, and grade for level I

Rev: 10/03 – Revised minimum qualifications and technical knowledge factor at level I

Rev: 12/04 – Revised scope of work and duties; changed grade levels; combined Communications Supervisor with Communications Specialist series

Rev: 02/08 – Revised minimum qualifications at levels I and II

Rev: 09/08 – Revised minimum qualifications at level II; reviewed grade at level II

Rev: 06/09 – Revised minimum qualifications at level I, III, and Supervisor

Rev: 06/11 – Revised minimum qualifications at level I

Rev: 07/12 – Conversion to Hay System

Rev: 07/13 – Revised scope, duties and minimum qualifications for all levels.

Rev: 08/13 – Job Evaluation Committee evaluated factoring.