



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: POLICE INFORMATION OPERATOR I

BARGAINING UNIT: [CIV BARGAINING](#)

CODE NUMBER: 5140

PAY RANGE CODE: [00150](#)

REVISION DATE: 9/29/16

NATURE OF WORK:

This work involves operating the Police Department voice radio communications system, conveying and receiving history information from the National Law Enforcement Teletype System (NLETS), and entering and retrieving criminal data for the National Crime Information Center (NCIC) and the Nebraska Crime Information System (NCIS). Task assignments are rotated among incumbents assigned to the Data Unit. Assignments of incumbents in the Telephone Response Squad are not rotated. Incumbents perform their duties with relative independence and receive guidance from a superior as needed and must be willing to work a variety of shifts/schedules including nights, weekends and holidays.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Operates a voice radio communications system to respond to police officer requests regarding record checks, wanted persons, warrants, or stolen items; retrieves data from a computer; determines pertinent information to release and transmits information to officers.

Enters, retrieves, updates, and deletes criminal data using a computer linked to national and state crime communications systems.

Receives and transcribes non-emergency telephone information to complete reports from citizens.

Checks police reports for completeness and accuracy and returns reports if incomplete; assigns appropriate codes and enters data to create criminal histories.

Conveys and receives criminal history messages from other law enforcement agencies nationwide using a teletype machine.

Retrieves warrants and other records; completes sign out sheets and transmits to police officers.

Contacts appropriate outside parties or organizations for police officers to obtain towing services, to report traffic signal malfunctions or downed tree limbs, or to perform other necessary services.

Assists with training new Police Information Operator I incumbents, as needed, including working alongside, reviewing documents and/or computer entries, and answering questions.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of general office procedures, standard clerical techniques, and office equipment.

Knowledge of business English and spelling.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to understand oral or written instructions.

Ability to maintain confidentiality.

Ability to read the English language.

Ability to learn teletype and voice radio communications system operations.

Ability to learn and retain information concerning city, state, and federal laws, codes, and ordinances.

Ability to memorize and retain codes and information.

Ability to analyze and categorize police reports.

Ability to detect coding errors.

Ability to hear and speak clearly and distinctly, and to communicate effectively.

Ability to view information on criminal history screens.

Ability to focus on a single source of auditory information in the presence of other distracting or irrelevant auditory stimuli.

Ability to maintain flexibility in responding to changing requirements and in coordinating multiple priorities.

Ability to respond rapidly and effectively to record checks and to maintain emotional composure in order to organize work and to maintain a high level of productivity during periods of stress or high activity.

Ability to understand oral or written instructions.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to work a variety of shifts/schedules including nights, weekends, and holidays.

Ability to work in a sitting position and type 76 to 100% of the time.

Ability to reach from 76 to 100% of the time; walk from 51 to 75% of the time; and bend, stoop, stand, walk, push and pull from 26 to 50% of the time.

Ability to move and transport objects weighing up to ten (10) pounds up to 33% of the time.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

AND

One (1) year of experience in general clerical work

SPECIAL QUALIFICATIONS

Must pass a typing test with a net accuracy of forty-five (45) words per minute with 90% accuracy at the time of application.

Must be willing to submit to and pass a background investigation.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes and noises. Depending on the task assignment, incumbents must remain in one position for the duration of a shift and are not allowed to leave their position without a backup. Since incumbents perform their duties in close proximity with each other, background noise from calls received from other incumbents may be distracting.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Telephone	Teletype	Facsimile Machine
Two-way Radio	Printer	Copier
Computer and MS Office software and various related software products		

Previous Revision Date(s):

1/28/93

8/31/06

8/30/12