



# JOB ANNOUNCEMENT

## Internal/External

**Announcement Date:** February 28, 2025

**Closing Date:** Open Until Filled

**Announcement Type:** Internal/External

**Announcement Number:** 25-03

**Job Title:** Communications Officer

**Department:** Police Department

**FLSA Classification:** Hourly, Non-Exempt

### **Application Process**

Applications may be obtained from the City of Guntersville Human Resources (Personnel) Office located at 341 Gunter Avenue, Guntersville, AL or by visiting our website at [www.guntersvilleal.org](http://www.guntersvilleal.org). Completed applications for qualified applicants should be returned to the City of Guntersville Human Resources (Personnel) Department at 341 Gunter Avenue, Guntersville, AL 35976 or be emailed to [humanresources@guntersvilleal.gov](mailto:humanresources@guntersvilleal.gov). Applications will be accepted **until position is filled**.

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## **Job Description**

**Job Title: Communications Officer (Dispatcher)**

**Department: Police Dept.**

**Shift: Rotating**

**Pay Grade: PS Grade 3**

### **Nature of Work**

This is a semi-skilled position responsible for receiving and transmitting varied calls for Guntersville Police Department and dispatching emergency personnel and equipment as needed or directed. Employees in this position work with CAD (Computer Aided Dispatch) systems, telephones, two-way radios, and recording equipment. Work is performed under the general supervision of the shift Lieutenant/Sergeant.

### **Essential Functions:**

- Responsible for receiving, processing, and documenting all calls for service for the Police Department by telephone or radio from the public and/or 911; relays information to the appropriate source for assistance; determines location and provides description of emergency to personnel responding.
- Works with CAD (Computer Aided Dispatch), telephones, radios, recording equipment, etc.
- Maintains outstanding warrant file.
- Maintains file of missing personnel, stolen vehicles, stolen weapons, and other stolen property.
- Monitors surveillance cameras throughout Police Department and City Hall.
- Assist Detention Officer as needed.
- These are not to be construed as exclusive or all-inclusive duties. Other duties and responsibilities may be added, deleted, or changed at any given time at the discretion of the Mayor. It may be done formally or informally, either verbally or in writing.

### **Knowledge, Skills and Abilities:**

- Considerable knowledge of the geography and the highway and street systems of the City.
- Some knowledge of local ordinances and laws.
- Some knowledge of police terminology.
- Skilled in the operation of computers, multi-line phones, and electronic data processing.
- Skilled in handling emergency calls calmly, detecting the scope and magnitude of an emergency; dealing sympathetically with callers and ability to make rapid decisions under emergency conditions.
- Ability to be helpful, courteous, and deal tactfully with the citizens of Guntersville.
- Ability to prioritize incoming messages and determine most urgent need.

- Ability to handle multi-tasks.
- Ability to handle stressful situations.
- Ability to achieve and maintain National Crime Information Center (NCIC) certification.
- Ability to attend off-site training when necessary.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, general public, and those in contact in course of work.
- Ability to perform all essential job functions.
- Ability to work flexible hours, including nights and weekends.

**Minimum Qualifications:**

- High School Diploma or GED.
- Possess a valid Alabama driver's license with driving record suitable for insurability.
- Any combination of experience and training equivalent to some experience in office work and/or radio communications.
- Personal background record free of criminal convictions.
- Must be able to pass physical and drug screening.

**Desirable Qualifications:**

- One year of dispatching experience preferred.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of an incumbent. An incumbent may be asked to perform other duties required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in the job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.

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Approved: R. Darnell  
Date: 8/9/24