



CRIMINAL JUSTICE/EMERGENCY COMMUNICATIONS SPECIALIST

1461

CLASS CONCEPT

The CRIMINAL JUSTICE/EMERGENCY COMMUNICATIONS SPECIALIST (CJECS) is responsible for the technical operations, control and initial troubleshooting of Oregon's Law Enforcement Data System (LEDS) and the Oregon Emergency Response System (OERS). As the primary point of contact for state notification of an all hazards emergency or disaster; assists local, State and Federal law enforcement and emergency management agencies.

Provides emergency operations support to local and state agencies. Receives incoming calls, collects, organizes, evaluates and reports on the situation, and initiates appropriate response. Contacts state and local emergency managers and 911 centers, duty officers of state agencies responsible for all hazard response, mitigation and recovery, Federal Emergency Management Agency (FEMA) officials, regional offices of the National Weather Service and the Emergency Operations Centers of neighboring states to gather and provide emergency incident or disaster information. Alerts and advises of situation or resource request status for emergencies including hazardous materials spills, search and rescue missions, severe weather, arsons, bomb threats, earthquakes, floods, wildland and forest fires, gas pipeline leaks, terrorism and security incidents. Determines appropriate communications method to use and which agencies to contact based on circumstances of incident; relays information to proper authorities in order to mitigate damage and protect lives and property.

Operates and monitors a variety of emergency communication equipment such as computers, radios, National Warning and Alert System phones, Emergency Alert System, State Firenet, State Search and Rescue Net and multi-line phones. Initiates EAS alerts such as Amber Alerts and tsunami warnings. Continuously monitors and controls statewide emergency telecommunication network, LEDS, central computer system, and connected computer systems to ensure the integrity of the systems. Prepares records and reports including incident records, mission records, equipment check logs; determines which type of report is necessary in given situations; records every aspect of each situation including who was contacted, how the incident occurred, and what actions were taken.

Conducts scheduled diagnostic tests and initiates corrective action in response to any system failure. Restores operation to affected users and documents system problems. Contacts user agencies, LEDS/OERS technical staff, maintenance contractors, communication companies, and personnel of other computer centers to diagnose and arrange for maintenance and repair of equipment, software and facilities at the center or at remote locations.

Instructs criminal justice agencies authorized to use the LEDS network about legal and effective use of LEDS and related information systems. Enforces system rules and policy by monitoring information entered on the system to ensure complete and consistent records; advises and trains agency LEDS representatives and users of problems and how to correct them.

Represents LEDS/OERS at professional meetings and other forums. Provides information, training, and assistance regarding LEDS/OERS services and systems.

Provides investigative assistance at the request of law enforcement agencies by searching available special access databases and internet applications for requested information or assists criminal investigators to develop investigative leads and find other information; prepares reports containing results of investigative searches and forwards to requestor. Serves as information clearinghouse and coordinates functions for multi-agency investigations.

Compiles statistical reports on systems usage, storage files and special issues of interest to law enforcement and emergency management agencies.

Provides peer training as appropriate in policies and procedures for emergency situations and LEDS protocols and operation; demonstrates use of various monitoring and notification equipment; demonstrates proper preparation of records, logs and reports.

DISTINGUISHING FEATURES

This is a single classification and not part of a series of classes.

MINIMUM QUALIFICATIONS

- Two years of communications experience, with computerized systems, working in a public, private or military agency communications center involving frequent contact and/or coordination with the public or other governmental or nongovernmental agencies.
- Must obtain LEDS certification within six months of employment.

Note: "Communications experience" includes duty as a dispatcher or other person involved in a dispatch or coordination function which is conducted by radio, telephone and/or teletype.

SKILLS

- Communicate clearly and concisely with criminal justice agency personnel and LEDS/OERS technical support staff.
- Deal with members of the criminal justice and emergency management system in a professional manner.
- Operate various telecommunications equipment and multi-line telephones.
- Put work in priority order and respond effectively to multiple and frequent simultaneous demands from telephones and other communications equipment.
- Follow and relay written and verbal directions.
- Compile, format, and report large quantities of information.
- Use policy or procedure manuals, handbooks, or other types of reference materials and apply the information to specific situations.
- Use telephone procedures common to an emergency coordination center.
- Evaluate emergency telephone calls and determine appropriate level of response needed.
- Accurately record calls regarding emergency incidents.
- Work in a multi-tasking environment, subject to quick changing priorities.
- Make decisions independently.
- Use keyboard to enter data, prepare reports, access and search multiple computer data bases for relevant information.
- Synthesize complex and diverse information.
- Read, write and speak English.
- Provide information on pertinent statutes and rules.
- Provide peer training as appropriate.

DISTINGUISHING FEATURE FROM SIMILAR SERIES

The State Police Telecommunicator 1 and 2 class series differs from the Criminal Justice/Emergency Communications Specialist classification because the Telecommunicator 1 and 2 regularly receive incoming calls for service from the public regarding burglaries, general crimes, and complaints; prioritize it, select the appropriate police unit, and dispatch that unit to the location of the call for service using police radio consoles.

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STATE OF OREGON
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