

REAL TIME CRIME CENTER OPERATOR

JOB DESCRIPTION

Classification Responsibilities: This position is a non-sworn position responsible for conducting real time assessments and supporting priority calls for service by gathering and disseminating critical information in real time back to first responders and public safety supervisors who are responsible for the management of public safety emergencies. These emergencies will include events such as in-progress violent crimes and serious traffic accidents. Specific duties include using available real-time video feeds and law enforcement information systems to aid responding officers with updated information as action unfolds, proactively monitoring real-time video feeds to identify and recognize possible crimes in progress and requesting an officer response, evaluating computer-aided dispatch (CAD) calls or incoming 911 calls to determine if additional intelligence can be gathered and provided to responding officers, writing supplemental reports, and monitoring police alarm panels. This class performs related duties as required.

Distinguishing Features: Work is performed under the general direction of a Police Sergeant, or other sworn police employee. This class is distinguished from a Public Safety 911 Operator by the latter's responsibility for receiving incoming calls from the public and gathering information from the caller to determine if an officer should be dispatched. A Real Time Crime Center Operator works rotating shifts, including weekends and holidays. This class is FLSA non-exempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED and two years' work experience in a law enforcement/public safety environment.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological evaluation. Must successfully pass Terminal Operator Certification (TOC) from the Department of Public Safety within one year of employment.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience as a sworn law enforcement officer, police/fire dispatcher, or 911 operator is desirable. Some (6 months - 1 year) experience utilizing a computer to enter and retrieve information is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with sworn officers, coworkers, and supervisors in order to clearly provide information and answer questions. May testify in court. Prepares written reports with clearly organized thoughts using proper sentence structure, punctuation, and grammar that meets police report writing guidelines.

Manual/Physical: Enters data or information into a personal computer (PC) in order to input and retrieve information from several criminal justice information systems, including Law Enforcement Judicial Information System (LEJIS), Arizona Criminal Information Center/National Crime Information Center (ACIC/NCIC), and the Police Department's automated Records Management System (RMS). Visually monitors live video feeds or manipulates available cameras to view desired area. Operates radios and computer terminals to receive and transmit information. Multi-tasks by sourcing real time video footage, gathering intelligence information from databases, and communicating with Police Officers, often during stressful situations. Operates a variety of standard office equipment.

Mental: Makes sound decisions and quickly reacts positively under stressful conditions which may include the life or well-being of a citizen or public safety member who is in danger. Operates and reviews incoming video feed to determine urgency in response. Conducts searches through various databases to gather pertinent information on vehicles, neighborhoods, suspects, or addresses as needed. Comprehends and makes inferences from written material including bulletins and intelligence information. Integrates training, experience, and knowledge in order to identify potentially dangerous situations. Learns job-related material through on-the-job training.

Knowledge and Abilities:

Knowledge of:

Police Department objectives, procedures, services, and operating policies;
operating procedures of the Real Time Crime Center;
local geography, including main streets and their hundred blocks, relative distance between streets, City boundary limits, and sectors and beat areas;
criminal codes and statues, criminal offenses, and contributing elements under city and state laws;
the English language and basic writing techniques;
traffic codes; and
security and privacy requirements of police information.

Ability to:

perform several tasks simultaneously;
analyze situations quickly and objectively;
acquire a working knowledge of the geography and organizational structure of the City of Mesa, including streets and their hundred blocks, relative distance between streets, City boundary limits, sectors and beat areas, and various statutes and ordinances related to the duties performed;
comprehend, retain, and recall factual information;
listen to incoming calls to 911 and determine if additional information can be gathered prior to officers being dispatched;
monitor police alarm panels;
cope with emotionally tense situations which may include the death of a citizen or officer; and
establish and maintain effective working relationships with the general public and City employees.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 3/24

MR/sb/co

CS4438.DOCX

EEO-PSW

JOB FCTN- GEN

INCREMENTS 66-200

PAY GRADE: 46

IND - 7720

SWORN-No