

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS INTERN

Class Purpose:

Under supervision, Communications Interns provide clerical and other technical assistance to a division and/or unit in carrying out the operational or technical functions of the Center. This position serves as an introduction to a public safety communications career.

Distinguishing Characteristics:

Communications Interns are responsible for a range of clerical and technical duties necessary to support the activities of the assigned division or unit, including reproducing audio tapes, document production, inputting data into automated systems, and maintaining filing systems. Depending upon the assigned division or unit, this class reports to a Training Supervisor, Systems Coordinator, Operations Supervisor or Senior Administrative Assistant. During periods when these individuals are unavailable, incumbents may report to a Senior Public Safety Dispatcher or a Communications Training Officer.

Typical Tasks:

Relieves staff of office and routine duties including tape reproduction using master logging equipment.

Checks and files forms, records, reports and data input documents for accuracy and completion.

Inserts and extracts materials and/or information from files and/or automated data bases.

Prepares documents.

Sets up and maintains filing systems.

Qualifications:

Knowledge of:

- the operation of personal computers, word processing and other application software.
- modern office procedures, methods, practices and equipment including telephone, calculator, FAX machine, and photocopy machine.

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Skill and Ability to:

- learn to effectively operate modern voice recording equipment and tape reproduction techniques.
- maintain confidential and privileged information.
- prepare clear, concise and understandable written documents.
- read, write, spell, and speak in a clear and concise manner.
- type at a moderate rate of speed and accuracy.
- accomplish tasks in a controlled and competent manner while working under stress.
- learn and understand the basic purpose, principles, and methods used in a modern, midsize public safety communications center.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school plus current and continued part or full time enrollment in an accredited college or university in a related course of study, for example: administration of justice, fire science, emergency medical services, law enforcement, computer sciences or computer applications.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

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Revised: September 23, 1999