



*City of Aiken*  
*Department of Public Safety*  
*South Carolina*

*Post Office Box 1177*  
*Aiken, SC 29802*

*“Dedicated to the  
Community”*

Re: Public Safety Employment

Dear Applicant,

The Aiken Department of Public Safety appreciates your interest in employment with our agency. When applying for positions with the Department of Public Safety you must keep in mind that sensitive or confidential aspects of your personal life may be explored. Elements of the selection process for Public Safety employment may include:

- Criminal Records Checks;
- Driver's Record Checks;
- Reading Skills Testing;
- Physical Fitness Assessment;
- Entry-Level Written Examinations;
- Credit History;
- Oral Interviews;
- Complete Background Investigation; and
- Physical Examination, including Drug Screen (after a conditional job offer is made).

In order to properly plan and coordinate all screening activities, the expected duration of the entire selection process could be up to ninety (90) days, or longer, from the date the applications are received at the Department of Public Safety.

Unless otherwise notified, candidates not appointed to a position must reapply at a later date when the Department is advertising job vacancies. Applicants may contact the Department of Public Safety at (803) 642-7620 at any time to find out the status of their applications.

See the attached job description for a description of the duties, responsibilities, skills, education, and other minimum qualifications or requirements.

Sincerely,

A handwritten signature in cursive script that reads "Philip A. Kestin".

Philip A. Kestin  
Administrative Captain

Attachment

CITY OF AIKEN  
CLASS SPECIFICATION

Job Code: 504  
Date: 01/07/04  
Grade: 16

**CLASS TITLE:** COMMUNICATIONS OPERATOR I  
**DEPARTMENT:** PUBLIC SAFETY  
**DIVISION:** COMMUNICATIONS  
**FLSA STATUS:** NON-EXEMPT

**JOB SUMMARY:**

Performs telecommunications work responsible for monitoring City services, radios, answering incoming telephone calls, and dispatching emergency personnel, vehicles, and equipment based on location and nature of call. Provides a lifeline to officers in the field.

**MAJOR RESPONSIBILITIES AND DUTIES:**

**Essential Functions:**

Answers emergency and non-emergency calls from citizens; obtains vital information; refers calls to appropriate agencies and/or contacts agencies and obtains assistance for caller.

Operates two-way radio to provide a lifeline of support for officers in the field; monitors various frequencies and answers fire and burglar alarms; dispatches personnel to investigate incidents or requests for service; relays information to officers and superiors; receives reports from mobile units.

Monitors cameras within the building to ensure security and safety of personnel.

Monitors and transmits messages via teletype regarding criminal justice information.

Maintain, updates, and files all pertinent logs, tapes, and other records and documents daily including maintenance log, trespassing log, 911 status checks, daily radio logs, bolos and warrants.

Operates SLED/NCIC computer, secures and enters/removes information on stolen vehicles, lost/stolen property, guns, wanted and missing persons, driving and criminal histories, and other related information; retrieves data when requested.

Operates in-house computer to check warrants, calls for service and other related information according to standard procedure.

Greets public entering building and offers assistance by responding to questions, concerns, or complaints from knowledge of departmental procedures; calls individuals regarding alarms or other related reasons.

**Examples of Other Major Responsibilities:**

Operates hearing impaired telephone answering system, bay doors for fire calls, and activates emergency flashing lights for equipment egress.

Maintains the building recording system and changes tapes on schedule.

Maintains current knowledge of City/County main thoroughfares, access routes, and construction in progress.

Performs general office duties including but not limited to filing, copying, typing, and distributing reports, mail, and other documents; compiles statistical reports as required.

Acts as assistant TAC (SLED Terminal Agency Co-coordinator) for the Department.

Develops and maintains cooperative relationships with other City departments and general public contacted in the course of work.

Performs tests on Communications Systems as scheduled or as needed.

Performs other related duties as required.

**MATERIALS AND EQUIPMENT USED:**

|                                      |               |          |
|--------------------------------------|---------------|----------|
| SLED/NCIC Computer                   | IBM Computer  | Printers |
| Hearing Impaired Telephone Equipment | Tape Recorder | Radios   |
| General Office Equipment             | Telephones    | VCRs     |

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Oral and written communication ability equivalent to that normally acquired through a high school education is required.

Interpersonal skills necessary to calm upset or hysterical persons and obtain needed information. Interpersonal skills necessary to be pleasant and helpful to citizens and courteous of fellow employees while performing duties.

Ability to listen and pay close attention to detail while operating radios and answering phones.

Limited amount of physical effort required associated with walking, standing, lifting, and carrying light objects approximately 5-10% of work time.

Works in a normal office environment where there are little or no physical discomforts associated with changes in weather such as rain, cold, snow, heat, or discomforts associated with noise, dust, dirt, and the like.

Working time requires shift work and sometimes irregular hours.

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or equivalent or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

One year of general clerical experience.

**Licenses and Certifications:**

Police Dispatcher certification within six (6) months of employment.

NCIC certification within six (6) months of employment.

CPR, First Responder Certification.

Incident Command Training.

This class specification should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.