

EL RENO

It's good to be here.

Job Title: Communications Officer

Location: El Reno, Oklahoma

Departments: El Reno Police Department

Position Type: Full Time

Grade: Hourly

Reports to: Dispatch Supervisor

FLSA Status: Non-exempt

Revision Date: April 2, 2025

Pay Rate: \$21.08/hr

Job Summary:

The Communications Officer is responsible for receiving and dispatching emergency and non-emergency calls for service, ensuring effective communication between the public and law enforcement personnel. This role involves operating various communication systems, handling stressful situations with professionalism, and maintaining accurate records of all calls and responses. The Communications Officer must demonstrate strong multitasking abilities, attention to detail, and a commitment to public safety. The ideal candidate will be dependable, punctual, and possess excellent public relations and computer skills. This position requires shift work, including nights, weekends, and holidays.

Purpose of Position:

This position ensures the safety of City residents and employees by handling emergency service calls. Responsibilities include answering and prioritizing emergency and non-emergency calls, dispatching appropriate personnel, providing emergency medical instructions, and operating communication equipment. Additional duties involve maintaining compliance with communication regulations, managing database entries for wanted persons and stolen property, troubleshooting equipment, assisting with jail operations, and coordinating with City staff and citizens.

The role requires staying calm under pressure, multitasking, professionalism, integrity, and strong decision-making skills. Applicants can download an employment application at <https://elrenook.gov/242/Employment> or visit the El Reno Police Department.

PLEASE READ EACH SECTION of the application COMPLETELY AND CAREFULLY, making sure to fill out ALL applicable fields. Incomplete applications could be cause for delay in its processing or for the applicant to be removed from consideration for the position. If you have any question or are unsure of any section contained within the application, please ask for clarification before submitting. The releases and acknowledgement at the back of the application must be signed by the applicant in the presence of a notary. Thank you for your interest in the position.

Key Responsibilities:

- Ability to interpret and make decisions based on observation, information and protocol.
- Ability to control emotions and reactions during stressful situations.
- Ability to maintain high ethical standards, confidentiality, and morality while on or off duty.
- Ability to perform all duties as required or requested according to the El Reno Police

- Department's Policy and Procedure Manual, the City of El Reno Personnel Manual and the Departments Standard Operating Procedures.
- Answer all phone calls and radio transmissions promptly and professionally, obtains all pertinent information related to calls for service, directing such information to the proper personnel in a manner that assures the fastest and most appropriate response is achieved.
- Shall be responsible for keeping track of locations of emergency personnel and assuring backup or other assistance is assigned as needed to insure the safety of the personnel as well as the public.
- Shall professionally and cordially greet all visitors who enter the El Reno Police Department and direct them in a timely manner to the appropriate personnel to assist them with their needs.
- Shall review, and pass along all updated information at the beginning and end of each work shift.
- Deal with an initiate response in the time of emergencies by contacting needed personnel, command staff and may even be required to broadcast, alerts, warnings and instruction over the Emergency Response System located on the local cable television network.
- Must be able to efficiently operate radios, computers, printers, fax machines and telephone systems to include knowledge of word programs and other software applications, radio codes and be adequately familiar with a computer keyboard in order to enter calls for service and type memos, letters and logs in a timely manner.
- Shall have a working knowledge of geography associated with police, fire and EMS within the Communication Center work area as well as a general knowledge of common Municipal, Criminal and Traffic Code.
- Shall be responsible for the care, documentation and monitoring of the activities of prisoners currently being held in the El Reno City Jail Facility.
- Shall maintain a certification/license to operate the Oklahoma Law Enforcement Telecommunications System.
- Shall maintain a certification/license to operate Priority Dispatch programs used by the El Reno Police Department Communication Center.
- Must be able to work in the City of El Reno Jail and interact with inmates.

Minimal Job Requirements:

- Must be at least 21 years of age
- Must have a High School Diploma or equivalent
- Must pass background investigation
- No Domestic Violence convictions
- No convictions for crimes of moral turpitude No pending criminal charges
- Must not have a conviction for a Felony Crime
- Must not be a present or recent user of controlled substance without a prescription
- Must not have a DUI, DWI or reckless driving violation within the last five (5) years
- Highly principled ethics and moral character

- Sound judgment and ability to think quickly
- A true desire to serve all members of society
- One year in dealing with the public and/or providing customer service
- Dispatch or related experience Valid Oklahoma Class D Driver's License
- Good driving record over the past three years
- Must be proficient with basic computer equipment
- Type 35 words per minute corrected
- Typical work 7 days on / 7 days off / 12-hour shifts, 84 hours/every two weeks.
- Must complete the Minnesota Multiphasic Personality Inventory test (MMPI).
- Must be able to pass a polygraph.
- Must be able to pass CritiCall testing.
- Must be able to pass Medical Emergency Dispatch (EMD) certification within one year.
- Must be able to pass the Oklahoma Jail Standard testing.
- Must be able to pass and maintain Oklahoma Law Enforcement Telecommunication Terminal Operator
- Must be able to pass and maintain Cardiopulmonary Resuscitation (CPR Certifications).
- Must complete and pass an aptitude test
- Must pass a medical evaluation (Physical)
-

The Applicant upon employment shall be required to complete a Communication Training Program and receive a passing evaluation and shall be subject to a six-month probationary period.

Benefits:

- Two weeks paid vacation
- 8 hours of accrued sick time per month
- Ten paid Holidays
- Health Insurance
- Dental Insurance Available Option
- Vision Insurance Available Option
- Retirement Plan

CITY OF EL RENO APPLICATION FOR EMPLOYMENT



COMMUNICATION OFFICER

EL RENO POLICE DEPARTMENT

116 North Evans Ave.
El Reno, OK 73036
(405) 262-6941
(405)-262-4070

<https://www.cityofelreno.com/>

FOR OFFICE USE ONLY

AN EQUAL OPPORTUNITY EMPLOYER

The City of El Reno does not discriminate on the basis of race, color, religion, sex, national origin, age, marital or veteran status, political affiliation, disability, or any other legally protected status.

This is an application for employment and no employment contract is being offered. After a selection has been made, this application will not be considered for any other position. If you need assistance in completing this application form or in participating in the selection process, please inform a member of the Human Resources staff.

INSTRUCTIONS: Applications which are not complete will not be processed. No faxed applications will be accepted.

PERSONAL

1. Name _____ Date _____
LAST FIRST MIDDLE

2. Address _____
STREET ADDRESS CITY STATE ZIP

3. Mailing Address _____
IF DIFFERENT FROM STREET ADDRESS

4. E-Mail Address _____

5. Cell No. _____ Home No. _____ Msg/Work No. _____

6. Are you eighteen years of age or older? Yes No

7. Position desired _____ Dept/Division _____

Rate of expected pay \$ _____ per _____

8. Are you available to work Full-time Part-time

Specify days and hours if part-time: _____

9. Were you previously employed by us? Yes No

If yes, when? _____

10. Are you a U.S. Citizen? Yes No If no, do you have a legal right to work in the U.S.? _____

Explain: _____

11. Driver's License _____ STATE _____ TYPE/CLASS OF LICENSE _____ EXPIRATION DATE _____

12. Are you related to any City employee or any member of the City Council? Yes No

If yes, give name, department, and relationship: _____

13. Have you been convicted of a felony in the last 7 years or are you currently charged with the commission of a felony?

Yes No If yes, state what, when, and how:

14. What experience, training, or education do you have that would relate to this position?

If you are considered for the job, after the selection process, and you would need reasonable accommodation to perform the essential job functions, the City of El Reno will explore these alternatives. (The City of El Reno requires a pre-employment medical examination for some positions which will determine whether you can do the essential functions of the job without substantial risk to yourself and the public.)

EDUCATION RECORD

TYPE OF SCHOOL	NAME AND ADDRESS	How Many Years Attended	Graduated	COURSE/MAJOR
HIGH SCHOOL				
COLLEGE				
GRADUATE SCHOOL				
BUSINESS OR TRADE				
OTHER				

PERSONAL REFERENCES

Give name, occupation, address, and phone number of THREE references who are *not* related to you and are *not* current or previous employers.

Name	Occupation	Address	Phone Number

EMPLOYMENT HISTORY

List past 10 years of employment, beginning with your most recent/current employer. **Account for all gaps in employment.** Supplemental Employment History forms are available upon request.

EMPLOYER: _____ JOB TITLE: _____
ADDRESS: _____ SUPERVISOR: _____
CITY/STATE: _____ TELEPHONE: _____
STARTING DATE: _____ STARTING SALARY: _____
ENDING DATE: _____ ENDING SALARY: _____
AVG. # OF HOURS WORKED/WEEK: _____ MAY WE CONTACT EMPLOYER: YES NO
DUTIES RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

EMPLOYER: _____ JOB TITLE: _____
ADDRESS: _____ SUPERVISOR: _____
CITY/STATE: _____ TELEPHONE: _____
STARTING DATE: _____ STARTING SALARY: _____
ENDING DATE: _____ ENDING SALARY: _____
AVG. # OF HOURS WORKED/WEEK: _____ MAY WE CONTACT EMPLOYER: YES NO
DUTIES RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

EMPLOYER: _____ JOB TITLE: _____
ADDRESS: _____ SUPERVISOR: _____
CITY/STATE: _____ TELEPHONE: _____
STARTING DATE: _____ STARTING SALARY: _____
ENDING DATE: _____ ENDING SALARY: _____
AVG. # OF HOURS WORKED/WEEK: _____ MAY WE CONTACT EMPLOYER: YES NO
DUTIES RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

EMPLOYER: _____ JOB TITLE: _____
ADDRESS: _____ SUPERVISOR: _____
CITY/STATE: _____ TELEPHONE: _____
STARTING DATE: _____ STARTING SALARY: _____
ENDING DATE: _____ ENDING SALARY: _____
AVG. # OF HOURS WORKED/WEEK: _____ MAY WE CONTACT EMPLOYER: YES NO
DUTIES RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

READ CAREFULLY BEFORE SIGNING

I certify that facts given in this application are true and complete to the best of my knowledge. I hereby grant permission to the City of El Reno to investigate any information included in the application, and I agree to submit to medical examination, if required. The City of El Reno requires pre-employment drug screening and criminal record search for all position. I understand that this application is not a contract of employment. I hereby release the City of El Reno and its agents from all liability in making any investigation or inquiry relative to any information contained in the application form. I understand that, if employed, false or misleading statements given in this application or interview(s) may result in discharge. If hired, I understand probationary and temporary employees have no rights to permanent employment and may be terminated without cause at the discretion of the City. I understand that I am required to abide by all rules and regulations of the City of El Reno. *This application must be signed (handwritten or electronic) and dated for employment consideration.*

Applicant Name: _____

FOR TEST ADMINISTRATOR'S USE