

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. **7826A**
 6. OPM Certification No.

Reason for Submission <input checked="" type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation (Show any positions replaced)	3. Service <input type="checkbox"/> New <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> Other	4. Employing Office Location Birmingham VAMC	5. Duty Station 521-Birmingham	7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input checked="" type="checkbox"/> Employment and Financial Interest	9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input type="checkbox"/> 1--Non-Sensitive <input checked="" type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 4--Special Sensitive	13. Competitive Level Code		

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	COMMUNICATION CLERK	GS	394	4	Cam	3/10/05
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position (if different from official title)
 DEPARTMENT OF VETERANS AFFAIRS

17. Name of Employee (if vacant, specify)
 POLICE SERVICE

18. Department, Agency, or Establishment
 VETERANS HEALTH ADMINISTRATION

a. First Subdivision
 VA MEDICAL CENTER (521)

b. Second Subdivision

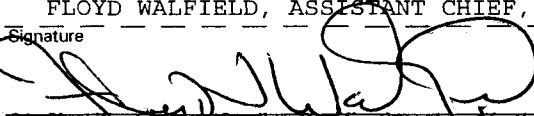
c. Third Subdivision

d. Fourth Subdivision


e. Fifth Subdivision

9. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

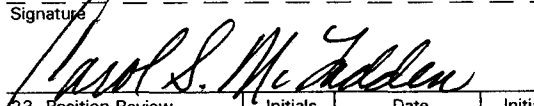
20. **Supervisory Certification.** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that

a. Typed Name and Title of Immediate Supervisor
 FLOYD WALFIELD, ASSISTANT CHIEF,
 Signature:  Date: 3/10/05

this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)
 LARRY JOHNSON, CHIEF OF POLICE SERVICE
 Signature:  Date: 3/10/05

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

Typed Name and Title of Official Taking Action
 CAROL McFADDEN
 HUMAN RESOURCE MANAGEMENT SPECIALIST
 Signature:  Date: 3/10/05

22. Position Classification Standards Used in Classifying/Grading Position

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										
Remarks										

25. Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION
COMMUNICATIONS CLERK
GS 394-4

The Communications Dispatcher is responsible for providing voice and data communication services to Birmingham VAMC Police Service. The Communications Dispatcher is responsible for maintaining communications and the flow of voice radio traffic among police units operating on patrol and in stationary posts. Incumbent will use the approved radio codes and assure proper radio procedures are followed. Incumbent is responsible for reporting to the on duty shift Lead Police Officer or Operations Officer, as necessary.

DUTIES AND RESPONSIBILITIES

1. Incumbent is assigned as Communications Dispatcher in the Police Operations Office, which is, manned on a 24 hour per day basis, seven days a week. Incumbent is subject to rotating shifts and is the communications dispatcher for the Police Service, as well as data entry operator in computer terminals.
2. Monitors and operates SSTV System during assigned tour of duty. The SSTV System is an intricate system and the operator must be completely familiar with the function of the following: Time lapse tape recorder, multiplex or transmitter / receiver which is utilized to pan, tilt and zoom, the surveillance cameras located in the specific areas at the Medical Center, video monitoring devices, video motion detector alarms and sequential switchers. The SSTV system is used for random visual monitoring of activities or continuous systematic surveillance of a large area. The dispatcher must be knowledgeable of police operations to detect criminal activity via the SSTV system, for the protection of patients, visitors, employees and property.
3. The dispatcher serves as a central dispatcher, receiving all routine and Emergency phone calls for assistance, dispatching police officers and security guards and appropriate police supervisory personnel via radio to meet job requirements. Assigns police personnel through the supervisor to respond to calls for assistance or service on a priority basis in accordance with established rules and procedures. Incumbent screens incoming calls before making appropriate dispatches. Furnishes information upon request and directs the call to the appropriate personnel.
4. Incumbent will prepare the computerized daily police operational journal, assuring that all information is accurately recorded in the journal prior to the completion of assigned tour of duty.
5. When necessary, will enter police related data into the DHCP computer terminal. When requested, will extract information contained within the computer for police units in the field. Incumbent extensively utilizes the Medical Center's main computer system (DHCP) in the daily performance of responsibilities. Actions performed via this system are associated with creating, copying, sorting, printing, and formulating. The main software package that will be used in conjunction with this system pertains to the police package.

6. Incumbent handles a full range of local, long distance, international, and special radio calls including the Motorola JT1000 Emergency Line #4500. In addition the incumbent must regularly handle a variety of difficult calls requiring extensive personal involvement (i.e., emergencies such as cardiac arrest, fire, disaster codes, bomb threats), calls requiring tactful handling of confused abusive or threatening individuals. These calls are varying in difficulty, incoming and outgoing, at such a rapid pace that the tempo of pressure creates unusual demands on the Communications Dispatcher.

7. Receive all telephone calls requesting police assistance or service. Will document nature of call, callers, name, phone number and time received. Will evaluate and determine nature of call and when necessary refer incoming calls to appropriate personnel that would handle the matter (i.e., service chief, shift supervisor, criminal investigator, etc.) A key component of this position is to provide a "CUSTOMER FRIENDLY SERVICE", to the public and others. The incumbent will present a professional telephone and radio presence, and Offer a cooperative demeanor includes the interaction with supervisors, Co-workers, and other employees.

8. Will provide appropriate action and assistance during and after the event of a natural disaster occurrence (i.e., earthquakes, tornadoes, hurricanes, floods). Appropriate action includes but is not limited to providing continued radio communications, coordinating with other VA centers, clinics and outside agencies, entering and extracting from the DHCP computer system under adverse conditions, such as extended work hours.

9. Monitor the intrusion/panic alarm computer systems and other alarm panels at the police operations office. Will assure that the alarms are operational and when necessary will dispatch police or other personnel, as required, to immediately investigate alarm activations and other problems. The incumbent will advise the appropriate supervisor of the situation and enter appropriate documentation in the computerized police daily journal, as required.

10. When necessary, will issue vehicle decals to employees and assure that all Vehicle registration procedures are followed and updated.

11. When necessary, will assure that appropriate procedures are initiated when Investigating fire alarms. Appropriate procedures includes but is not limited to dispatching police personnel, notifying the supervisor, and entering informative data into the computerized police daily journal.

12. Incumbent will immediately advise the shift supervisor of non-routine and recurring problems that develop during the tour of duty and require police attention.

13. Will advise the shift supervisor of patrol and stationary post status, and police related problems as they develop during the tour of duty and require police attention.

14. Incumbent will perform other duties as assigned by the supervisor.

1. KNOWLEDGE REQUIRED

Will have a general knowledge with the operations of the SSTV system, computer terminal, police radio communications system, and intrusion / alarm system.

Will possess sufficient administrative knowledge to effectively assign duties and assignments toward the accomplishment of the job and to complete tasks independent of direct supervision, while keeping the supervisor informed.

Will possess ability to compose written English documentation and enter data into the computer terminal for record of events.

Will be thoroughly knowledgeable of applicable federal and state criminal codes; police and medical terminology and codes as it applies to the operation of the position; and related police and medical procedures as outlined in appropriate regulations.

2. SUPERVISORY CONTROLS

The Communications Dispatcher operates under the general supervision of the Assistant Chief of Police, but receives direct instructions and supervision from the on duty Shift Supervisor. Incumbent will operate with a great deal of freedom to take independent action during emergencies. Matters of serious consequences are discussed with the supervisor, or other appropriate supervisory police personnel, as time permits. During times of non-emergency and when appropriate, incumbent will also accept instructions from other supervisory and non-supervisory police personnel (i.e. Sergeant, Criminal Investigator, Officer). The Dispatcher is spot checked and evaluated on the overall efficiency for the manner in which the job is performed or accomplished.

3. GUIDELINES

Written guidelines include; Applicable manuals, department policies / procedures, radio communications, regulations, medical center memorandums and other appropriate procedures / regulations as applied to the operation of Police Service.

4. COMPLEXITY

The execution of duties involves considerable difficulty and responsibilities along special technical lines requiring independent judgment under general supervision. Incumbent must possess the ability to simultaneously operate at least two intricate security and communication systems.

A majority of the incumbent actions are in direct support Police Service personnel working in the field and at stationary posts. Incumbent's actions are to assist in the achievement of a safe and protected environment.

Will possess knowledge of the overall operation of the Police Service and implications on how this position effects and interrelates with goals of the service. Must have accurate knowledge in the operation of the police unit and the communication system.

The position requires the operation of multiple computer and alarm systems. Incumbent will enter and extract data from the computer systems for a variety of purposes as needed.

Incumbent in addition to other duties will handle a large number of phone calls and radio transmissions per work tour. Incumbent issues instruction / assignments from the supervisor to approximately 3 police officers and security guards per shift. The dispatcher will assure that the assignment was completed correctly and that the appropriate documentation is made.

5. SCOPE AND EFFECT

The incumbent should keep message traffic flowing to a station wide system. The position controls the flow of message traffic station wide and can effect the safety and protection of all persons on station. The incumbent will receive, possess, and transmit vital information to and from several communication dispatchers, and police officers and security guards in the field.

6. PERSONAL CONTACT

Incumbent is alert and responsible to situations requiring immediate and courteous direction or assistance to patients, visitors and employees. The paramount concern is the safety and protection of all persons on station from threat of injury or harm due to criminal activity. Promoting a "CUSTOMER FRIENDLY SERVICE" attitude the incumbent will present a professional telephone and radio presence, and offer a courteous and cooperative demeanor to all he / she is in contact. Providing a professional, courteous and cooperative demeanor includes the interaction with supervisors, co-workers, and medical staff and other employees, patients and visitors.

On many occasions contacts are made with individuals not affiliated with this medical center, and in these instances, the same requirements apply.

7. PURPOSE OF CONTACTS

Incumbent will be alert and responsible to situations requiring immediate and courteous directional assistance to patients, visitors and employees. The paramount concern is the safety and protection of all persons on VA property from threat of injury due to criminal acts, and to safeguard government property.

8. PHYSICAL DEMANDS

Requires long periods of sitting while operating systems, monitoring the SSTV, receiving telephone calls, and operating the Police Service communications system. Additionally, long periods of keyboarding may be required to complete computer requirements and / or typing.

9. WORK ENVIRONMENT

The Birmingham VA Medical Center is a complex facility with numerous unrestricted points of ingress or egress. It is located within a large metropolitan area that is surrounded by educational institutions, hospitals and business areas.

The incumbent communicates with police officers and security guards dispersed over an 11 floor, one city block with a daily population of patients, visitors, staff and / or others.

Incumbent's activities occur in the police communications office. Incumbent shall be responsible for any other related duty assigned by a superior. As determined by management, incumbent could be assigned to work any of the established shifts-0600/1400/ 1400/2200 /2200/0600 and is subject to periodic rotation of shifts and working weekends and holidays.