



# City of Tempe

## REAL TIME OPERATIONS CENTER OPERATOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	645	<i>Department:</i>	Police
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Communication Dispatcher II+
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click <a href="#">here</a> for more job classification information including current salary range.			
*Drug screen required when assigned to the Police Department.			

REPORTING RELATIONSHIPS
Receives general supervision from supervisor or management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of experience working in a law enforcement or public safety environment in a sworn or professional staff position.
<i>Education:</i>	High school diploma GED or equivalency.
<i>Additional:</i>	Must pass police polygraph and background examination.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job must be able to do.
To actively support and uphold the City’s stated mission and values. To perform a variety of complex duties to support priority calls for service by gathering and disseminating critical information in real time to first responders and public safety supervisors who are responsible for the management of public safety emergencies. Specific duties include but may not be limited to accessing law enforcement information systems to aid responding officers with information, monitoring real-time video feeds to support law enforcement responses to reported crimes or, evaluating CAD calls or incoming 911 calls to determine if additional intelligence can be gathered to provide to responding officers, writing supplemental reports as required.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Observes, detects, and appropriately reports to dispatchers and responding officers' elements of crime that are observed through video streams. Recognizes suspicious behaviors and circumstances appearing on video feeds, and records date, time and camera location, or digitally records those activities when appropriate under policy.
- Conducts open source and restricted queries using specialized criminal justice intelligence-based databases. Provides intelligence sharing and investigative assistance to patrol, investigation, and other public safety personnel in real time.
- Operates desktop, laptop, network, and secure system computers; public safety radios and telephones; access, navigate and record when permissible under policy, disparate video systems accessible through RTOC platform; operates other equipment as assigned.
- Performs key functions requiring technical expertise and attention to detail such as entry, query, and retrieval of investigative data; location of source documents and reports from a variety of computer networks to include police department, city, state, county, and federal computer systems, as well as investigative, intelligence and open-source applications.
- Simultaneously listens to public safety radio transmissions, monitors call for service on Computer.
- Applies criminal justice and legal protocols, follows all related agency policies, and exercises technical expertise in the capture, preparation, and storage of data and video work product.
- Notifies supervisory staff of important and/or critical incidents.
- Participates in on-going training to remain current in work methods, procedures, and related laws. Accepts direction from supervisor(s) and carries out assigned tasks.
- Communicates effectively, both verbally and in writing, facts and circumstances of importance during and immediately following a police response to crime, often during dynamic and stressful conditions.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective February 2024*