ASO3 Police Emergency Communications Operator
Communications Group
Security and Emergency Management Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Police Emergency Communications Operator contributes to the achievement of SAPOL's Vision by providing South Australian communities with streamlined access to police services via the Triple Zero emergency, 131444 Police Assistance and 1800 333 000 Crime Stopper telephone lines.

Working as part of the Communications Group, the Police Emergency Communications Operator receives telephone requests for police attendance and other assistance, including emergency situations, with a strong focus on providing effective and efficient high level customer service. The Police Emergency Communications Operator also provides a valuable added service to internal and external customers by providing information and taking reports

including Crime Occurrence Reports and Missing Persons Reports (both relative to set criteria). The range of services provided by the Call Centre is being continually reviewed and expanded.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	100 Angas Street, Adelaide SA 5000
Qualifications	Successful completion of the SAPOL Call Centre Consultants Training Course.
Out of Hours Work	Incumbents must be available to be rostered over 24 hours / 7 days a week, including weekends, and public holidays. Overtime may be required to meet business needs.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.
Health Assessments	Must be prepared to undergo vision and hearing tests, psychometric testing (pre-entry and as required) and medical assessments as required.

Reporting / Working Relationships

The Call Centre is staffed by a mix of Police Act and Public Sector Act employees. The incumbent reports to a police supervisor, who provides advice, guidance and leadership.

The Police Emergency Communications Operator is required to liaise with members of the public, other SAPOL employees and other Communication Group managers and employees

KEY OUTCOMES

Contribute to the provision of an effective and efficient high level customer service by:

- Providing a telephone call taking service across Triple Zero (000) police emergency, 131444 police assistance and 1800 333 000 Crime Stoppers in a timely and professional manner.
- Initiating appropriate, effective and timely responses in accordance with established SAPOL practices, policies and procedures.
- Applying a high level of knowledge of SAPOL's functions and activities and with the Call Centre environment.
- Using a high level of initiative and judgement managing emergency and complex calls with limited supervision.
- Working with a level of autonomy and authority within the taking environment interpreting and applying established policies and procedures.
- Providing up to date information and assistance to callers.
- Taking reports of crime and other police incidents according to policies and procedures.
- Inputting data accurately and in a timely manner from a range of sources into various computer applications.
- Actively supporting the professional development of other Police Emergency Communications Operator's by sharing learned skills, providing advice on practices and procedures, and participating in mentoring programs; and
- Maintaining the integrity and security of information.
- Treating staff members and customers (both internal and external) fairly and in accordance with the principles of equity, diversity, and equal opportunity.
- Complying with and supporting SAPOL's Work Health Safety and Welfare policies and relevant legislation.
- Contributing to the achievement of the Call Centre's performance benchmarks.
- Work collaboratively to develop effective working relationships with peers, staff and stakeholders to deliver quality and timely communications and services; and
- Contribute to business practices, policy and development through involvement in specific projects.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated high standard of personal integrity and conduct, including the ability to maintain confidentiality and resilience.

- Demonstrated ability to apply a high level of interpersonal communication (written/verbal) and problem-solving skills, while dealing with stressful/sensitive situations.
- Demonstrated ability to use key computer systems and adapt to changes in technology and systems.
- Demonstrated ability to analyse problems, initiate constructive discussion and develop solutions that lead to appropriate outcomes.
- Demonstrated ability to work effectively and harmoniously in a team environment, under limited supervision, to achieve agreed objectives.

Desirable Characteristics

- Demonstrated proven experience in the use of computer systems and applications.
- Demonstrated proven ability to learn complex new technologies or functions to a proficient standard.
- Demonstrated proven experience in providing customer service over the telephone.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012.*
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.