



OSCEOLA COUNTY
Employer's Job Description

POSITION TITLE: Communications Operator **DEPARTMENT:** Sheriff Office
REPORTS TO: County Sheriff/Chief Deputy **STATUS:** Hourly/Non-exempt **PAY GRADE:** contract

PRIMARY PURPOSE OF POSITION

The primary purpose of this position is responsible to serve on an assigned shift and to operate a computerized radio dispatch system maintaining contact with personnel in the field, relaying information and data in the provision of public safety services to the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These job duties are not to be construed as exclusive, or a specific list, and other duties may be required and assigned by the County Sheriff or Chief Deputy:

- Receive emergency and non-emergency 911 calls.
- Receive all administrative calls for the sheriff's office.
- Operate a TTY to assist the deaf and hearing impaired.
- Operate a CAD system for prioritizing and dispatching calls to law enforcement, ambulance and fire departments.
- Make entries into the IOWA and NCIC system.
- Operate recording software for the Communications Center.
- Maintain all records of the Communications Center including, but not exclusive to, warrants, protection orders and IOWA/NCIC records.
- Monitor panic, fire and intrusion alarms and dispatch appropriate personnel when needed.
- Work closely with the Sheriff, Chief Deputy, Deputies, Officers, Head Dispatcher, city officials and the general public.
- Work under very stressful situations.
- Knowledge of the basic NCIC regulations, city ordinances, inter-personal relations and the ability to use the English language effectively.
- Must be able to work day, evening and overnight hours. In addition to these hours, some weekends and holiday shifts are required.
- Related duties or assignments as directed.

MIMIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

High school diploma or GED. Experience of responsible data entry and clerical experience preferred but not required. Must attend and satisfactorily complete the requirements of the Iowa Law Enforcement Academy standards for the Communications Center Operator (40 hrs. class). Valid Iowa motor vehicle operator's license and provide proof of insurance. Must be able to pass a background check.

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTINS

Language Ability and Interpersonal Communication

Ability to classify, compute and tabulate data and information, following a prescribed plan requiring the exercise of sound judgement. Ability to compare, count, differentiate, measure and sort information and must be detailed oriented and possess good communication skills.

Ability to explain, demonstrate and clarify to others within well established policies, procedures and standards, as well as he ability to explain instruction and information to the public in a professional manner.

Ability to communicate effectively with the general public and the Sheriff Office personnel, assist officers and officials.

Judgement and Situational Reasoning Ability

Ability to use functional reasoning and apply rational judgement in dealing with the general public.

Ability to exercise the judgement, decisiveness and creativity in situations involving a variety of pre-defined duties subject to frequent change.

Ability to remain calm and professional in stressful situations.

Ability to work independently and to exercise good judgement in making decisions in accordance with regulations, ordinances and law to efficiently process data, records and reports regarding law enforcement operations and services.

Physical Requirements

Ability to coordinate eyes, hands, feet and limbs in performing skilled movements required by the requirements of this classification.

Ability to exert moderate physical activity, climb stairs, and able to lift and carry materials, stand and sit for long periods of time.

Vision Ability to include close vision, color vision and the ability to adjust and focus.

Environmental Conditions

Ability to perform his/her duties in a secured area within the Osceola County Law Enforcement Center.

Ability to work independently in high stress situations.

Compliance

Compliance with the employee handbook, county policies, department work rules, and supervisor or elected official directives.

Osceola County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Acknowledge

The undersigned employee hereby acknowledges receipt of this Job Description and requirements.

I hereby acknowledge and attest that I have read and understand the Job Description outline above and the required job functions. I further acknowledge and understand that this document is merely an outline of the job functions and that other job duties may be required in this position.

Employee's Signature

Elected official or Department Head Signature

Date

Date