

OSCEOLA COUNTY SHERIFF

JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS CENTER OPERATOR

SALARY LEVEL: Variable
SHIFT: Variable
LOCATION: Comm Center Bldg.
EMPLOYEE: Osceola Sheriffs Office
REPORTS TO: Sheriff

JOB CODE: Comm Op
DIVISION: Communications
DEPARTMENT: Sheriff

SUMMARY: Under general supervision, assists the general public, local law enforcement and emergency services agencies by dispatching appropriate agencies and coordinating efforts via communications systems; performs related work as required. Operates radio & telephone equipment for public safety communications by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.
Other duties may be assigned.

1. Establishes and maintains radio contact with local law enforcement officers, fire, rescue and ambulance personnel in order to ensure safety and to coordinate information flow by receiving and transmitting messages via two-way radio.
2. Responds to emergency telephone calls in order to expedite emergency services by eliciting from callers the nature and location of an incident and by dispatching the appropriate emergency service (law enforcement, fire, rescue & ambulance) via radios and pagers.
3. Operates a teletype computer system in order to access or enter information for law enforcement officials by typing on keyboard equipment and retrieving data on stolen property, wanted persons, warrants, driver's licenses, vehicle registrations, criminal records, missing persons, etc.
4. Maintains a daily log on transmissions and radio dispatching in order to provide records related to the dispatching of law enforcement and emergency services officials.
5. Provides emergency weather and road condition information in order to keep law enforcement officials and the general public informed by using two-way radio, pagers or telephone to contact law enforcement officials and news services and by activating civil defense equipment.

6. Testing pagers and alarms in order to assure proper maintenance and functioning of emergency notification equipment.
7. Conducts jail checks in order to assist in jail operations by making visual observation of prisoners and reporting any unusual situations.
8. Maintains equipment and supplies in order to keep communications equipment in proper operating condition by adding computer paper to printers, changing tapes/disc, and dusting/cleaning equipment.
9. Perform other duties, which may be requested by the Sheriff or Communications Supervisor.
10. Performs clerical duties such as typing, filing monitoring closed circuit television monitors, computer data entry and record keeping.
11. Works variable schedule to accommodate workloads, including nights, weekends, holidays, and at times when requested by the Sheriff or division supervision.
12. Occasionally cooks meals for inmates.
13. [Females] Occasionally must act as a matron for female inmates.
14. Must be able to communicate effectively with the inmates, staff and general public.
15. May be required to work as a jailer.
16. Attend in-services training as required by minimum qualifications.
17. Gathers statistics for the Sheriff and the State of Iowa concerning Uniform Crime Reporting.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATION REQUIREMENTS:

- 1 Must be eighteen years of age or older at the time of appointment to the position
- 2 Must not be addicted to drugs and/or alcohol
- 3 Must be of good moral character and not have been convicted of a serious crime
- 4 Must not have been previously certified and had that certification revoked
- 5 Must be able to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

1. Knowledge of methods and procedures of operating high band police radio equipment.
2. Knowledge of procedures for operating computer equipment as related to entering and retrieving data.
3. Knowledge for emergency communications procedures as related to providing information on severe weather, road conditions, vehicle accidents, hazardous chemical spills, etc.
4. Knowledge of local geographical landmarks, cities, streets, and roads, as related to dispatching emergency services and law enforcement officials.
5. Knowledge of state and federal laws pertaining to public safety procedures.
6. Knowledge of legal jurisdictions of law enforcement agencies as related to determining appropriate agencies to contact.
7. Knowledge of jail procedures as related to conducting prisoner checks.
8. Ability to operate two-way radio equipment.
9. Ability to operate computer keyboard equipment as related to entering and retrieving data.

10. Ability to maintain composure while providing or receiving emergency information.
11. Ability to maintain accurate communication/transmission logs and records.
12. Ability to conduct prisoner checks and maintains jail security procedures.
13. Hearing ability sufficient to receive messages via communication equipment.
14. Ability to handle confidential information with discretion.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl.

Must be able to see clearly: computer screens, cctv monitors, people or objects in adjoining rooms, color monitors and colored indicator lights on the communications console. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works near moving mechanical parts. The employee is occasionally exposed to toxic or caustic chemicals. The work is indoor and occasional stress caused by emergency situations and simultaneous communications.

The noise level in the work environment is usually moderate.

COMMENTS:

The employee must have minimal response to stress (mental). Employee must be able to make quick and accurate decisions. The employee should be detail-oriented and should have a positive public relations attitude. The employee should have a flexible work schedule.