

Jefferson County Position Description

Name:

Department: Sheriff

Position Title: Communications Operator I

Pay Grade: 4

FLSA: Non-exempt

Date: February 2019

Reports To: Communications Supervisor

Purpose of Position

The purpose of this position is to receive emergency and non-emergency calls, prioritize situations, advise callers, and dispatch assistance, as necessary.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receives, assesses, and responds to 9-1-1 and non-emergency calls.
- Dispatches and communicates with law enforcement, fire, emergency medical services, and other necessary agencies through the use of multi-line telephone and multi-channel radio systems.
- Documents all requests for service in a computer-aided dispatch (CAD) system.
- Interprets incoming messages from State and nationwide linked computer system and takes appropriate action.
- Updates records in local, State and nationwide databases as required.
- Accesses local and State database systems, in-house records, and works with other agencies to verify and/or provide information as requested by law enforcement.
- Responds to court notifications and processes requests.
- Manages the digital audio recording system and maintains a reference library of recordings.
- Tests radio, paging and outdoor warning sirens.
- Monitors weather phone and teletypes for alerts and broadcasts information.
- Adheres to and promotes safety as a priority in the workplace.
- Complies with applicable County HIPAA Policies and Procedures.
- Performs other duties as assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

None.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent with one year related experience and/or training; or equivalent combination of education and experience.

Preferred Training and Experience Required to Perform Essential Job Functions

One to two years related experience and/or training; or associate's degree; or equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

CPR Certification within one year of employment.

Knowledge, Skills, Abilities

- Ability to learn the Department of Justice terminology and data entry systems.
- Ability to dispatch for county law enforcement agencies, fire departments, emergency medical services, the Wisconsin State Patrol, the WI DNR and town constables, as applicable.
- Ability to develop a working knowledge of the County Radio System and protocols.
- Ability to develop a working knowledge of the "10" code system and must, when necessary, record radio transactions on a computerized radio log.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out detailed written or oral instructions.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to handle stressful situations while remaining courteous to citizens, coworkers and public safety personnel.
- Ability to process information, make appropriate decisions, and act quickly and calmly in emergency situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out one's duties.
- Ability to sit for long periods of time.
- Ability to speak effectively before groups of citizens or public safety personnel.
- Ability to understand and abide by FCC rules and regulations pertaining to the transmitting and receiving of messages by radio and handling of NCIC information.
- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to write routine reports and correspondence.
- Ability to follow radio transmission procedures to produce effective communication between multiple parties.
- Ability to maintain confidentiality.
- Ability to work independently.
- Knowledge of computer aided dispatch (CAD) operating systems.
- Knowledge of county and city highways, roads, streets and surrounding areas, including geographical layout of operating districts.
- Knowledge of Federal (FCC), County, City, department, and other applicable rules and regulations.
- Knowledge in general office practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge in police, fire, and emergency medical dispatch procedures.
- Skill in communicating, using a multi-channel two-way radio and multi-line telephone system.
- Skill in multi-tasking; the ability to listen to others talking on the radio and phone while typing on the computer simultaneously.
- Skill in prioritizing tasks, developing action plans and meeting deadlines.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in operating communications equipment effectively.
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries.
- Skill in remaining calm, showing empathy, conveying reassurance and to instill confidence in the caller that your demeanor will result in proper response to their needs.

Supervision

None.

Physical Demands

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper.

Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

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

While performing the duties of this position, the employee is exposed less than one third of the time to conditions such moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals and outside weather conditions. The employee may also be exposed to high, precarious places, and vibration. The employee may also be exposed to risk of electrical shock. The noise level in the work environment is usually loud. This position may be called out 24 hours a day or rotate being on call, including weekends and holidays. Additionally, this position may be required to stay after the shift end and/or called into work on days off.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, 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.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee _____

Date _____

Supervisor _____

Date _____

Human Resources _____

Date _____

**Jefferson County
Position Description**

Name:

Department: Sheriff

Position Title: Communications Operator II

Pay Grade: 5 **FLSA:** Non-exempt

Date:

Reports To: Communications Supervisor

Purpose of Position

The purpose of this position is to receive emergency and non-emergency calls, prioritize situations, advise callers, and dispatch assistance, as necessary.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receives, assesses, and responds to 9-1-1 and non-emergency calls.
- Dispatches and communicates with law enforcement, fire, emergency medical services, and other necessary agencies through the use of multi-line telephone and multi-channel radio systems.
- Documents all requests for service in a computer-aided dispatch (CAD) system.
- Interprets incoming messages from state and nationwide linked computer system and takes action.
- Updates records in local, state and nationwide databases as required.
- Accesses local and state database systems, in-house records and works with other agencies to verify and/or provide information as requested by law enforcement.
- Responds to court notifications and processes requests.
- Manages digital audio recording system and maintains reference library of recordings.
- Tests radio, paging and outdoor warning sirens.
- Monitors weather phone and teletypes for alerts and broadcasts information.
- Complies with applicable County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Updates and maintains 9-1-1 address and mapping system.
- Trains new employees in the 9-1-1 center, if certified as a Communications Training Officer.
- Serves as Agency Validation Officer for the Department of Justice and audits database entries, if certified.

- Updates and maintains dispatch phone system.

Minimum Training and Experience Required to Perform Essential Job Functions

One to two years related experience and/or training; or associate's degree; or equivalent combination of education and experience. High school diploma or equivalent required.

Preferred Training and Experience Required to Perform Essential Job Functions

Three years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

CPR Certification and Telecommunicator CPR trained

Knowledge, Skills, Abilities

- Ability to learn TIME/NCIC and CIB (Crime Information Bureau) terminology and data entry systems.
- Ability to dispatch for county law enforcement agencies, fire departments, emergency medical services, the Wisconsin State Patrol, the WI DNR and town constables, as applicable.
- Ability to develop a working knowledge of the County Radio System and protocols.
- Ability to develop a working knowledge of the "10" code system and must, when necessary, record radio transactions on a computerized radio log.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to handle stressful situations while remaining courteous to citizens, coworkers and public safety personnel.
- Ability to process information, make appropriate decisions, and to act quickly and calmly in emergency situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out one's duties.
- Ability to sit for long periods of time.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to understand and abide by FCC rules and regulations pertaining to the transmitting and receiving of messages by radio and handling of NCIC information.

- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to write routine reports and correspondence.
- Knowledge of computer aided dispatch (CAD) operating systems.
- Knowledge of county and city highways, roads, streets and surrounding areas, including geographical layout of operating districts.
- Knowledge of Federal (FCC), County, City, department, and other applicable rules and regulations.
- Knowledge of operation of a personal computer and job-related software.
- Skill in police, fire, and emergency medical dispatch procedures.
- Skill in communicating using two-way radio and telephone equipment.
- Skill in multi-tasking; the ability to listen to others while talking on the radio and phone while typing on the computer simultaneously.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in operating a variety of communications equipment effectively.
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries.
- Skill in remaining calm, showing empathy, conveying reassurance and to instill confidence in the caller that your demeanor will result in proper response to their needs.

Supervision

None.

Physical Demands

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