

COMMUNICATION OPERATOR

PURPOSE OF POSITION

Under general supervision to operate a computerized radio dispatch and telephone system maintaining contact with personnel in the field, relaying information and data in the provision of public safety services to the community.

ESSENTIAL DUTIES OF POSITION

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

- Receive emergency 911 and non emergency requests for assistance from citizens, public safety personnel and officials.
- Operate a computerized system to dispatch law enforcement, fire, and emergency medical personnel in accordance with established guidelines, policies and procedures.
- Make determinations in assigning priority between calls
- Monitor fire and intrusion alarms, and determine alarm type and appropriate response.
- Ability to operate backup system in the event of malfunction in the primary system.
- Monitor national weather service watches and warnings.
- Insure that all recording devices are on line and operational.
- Operate the teletype to communicate with the hearing impaired.
- Ability to maintain regular and prompt attendance at work.
- Ability to establish and maintain an effective working rapport with county officials, fellow employees, and the general public.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Graduation from high school or GED and at least two years of responsible data entry and clerical experience preferably including general public contact work or an equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical requirements

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 fingers, handle, or feel; reach with hands and arms; and talk or hear regarding the operation of the dispatch system. The employee must occasionally lift and/or move

up to 10 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust and focus.

Cognitive Demands, Skills, and Abilities

Requires a thorough and complete knowledge of data entry systems and procedures. Ability to apply current office technology, resources and services to assist officers, officials and the general public. Knowledge of basic NCIC regulations, city ordinances, state laws, inter-personal relations and the ability to use the English language effectively. Ability to work independently and to exercise good judgment in making decisions in accordance with regulations, ordinances and laws, and to efficiently process complex data, records and reports regarding Law Enforcement and Emergency Medical Service operations and services.

Language Ability and Interpersonal Communication

Requires effective communication skills and the ability to provide assistance to Public Safety personnel and the general public via radio, telephone, and personal contact. Requires the ability to speak clearly, distinctly and effectively; read in English and compare similarities and differences between words and series of numbers; apply common sense understanding to the work process, procedures, programs and services; and follow verbal and written instructions.

Work Environment

The work environment characteristics described here are representative of those an employee 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 normally works in an environmentally controlled office with minimal risk of injury. The noise level in the work environment is usually low.

Special Requirements

NCIC, CPR, Correctional Officer

I have carefully read and understand the contents of this job description and have been given the opportunity to ask my supervisor any questions I have regarding my duties and responsibilities as described therein.

Employee Signature

Date

Supervisor

Date