

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: COMMUNICATIONS OFFICER

DEPARTMENT: GREEN LAKE COUNTY SHERIFF'S OFFICE

LOCATION: GOVERNMENT CENTER

SUPERVISOR: COMMUNICATIONS ADMINISTRATOR

SUMMARY:

Under the supervision of the Communications Sergeants, a Communications Officer responds to incoming and out-going emergency and non-emergency calls and ensures that every call receives proper response and proper priority in relation to current and on-going activities of the communication center, working a schedule in accordance with the needs of the Sheriff's Office.

DUTIES AND RESPONSIBILITIES: (ILLUSTRATIVE AND NOT INCLUSIVE)

- Answers 911 emergency calls, dispatching appropriate police, fire, medical or other emergency units; answers non-emergency calls, and provides information
- Logs and maintains radio and telephone communications.
- Operates and maintains telecommunications system with mobile patrols and other agencies, keeping track of squads' out-of-service and in-service calls and other required radio transactions.
- Attends to status of each Sheriff's Office, police department, fire department and emergency medical service on-duty vehicles; pages and dispatches emergency personnel; enters calls for service and assigns officers to cases.
- Maintains warrant, missing persons and stolen property files; performs data entry; operates TIME system to enter and obtain driver information, vehicle registration, warrants, etc., providing information to officers.
- Monitors surveillance cameras; and monitors fire annunciator alarm panel.
- Performs other duties, as assigned.

SKILLS AND ABILITIES:

- Ability to establish and maintain effective working relationships with various officials, agencies, co-workers and the general public on a daily basis in a positive manner.
- Ability to communicate effectively orally and in writing in English.
- Ability to understand, retain and follow written oral instruction in English.
- Thorough knowledge of the operations and requirements of a Communications Center to ensure efficient and effective operation at all times.

- Ability to react quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Ability to maintain a high level of confidentiality in all aspects of job functions.
- Working knowledge of County and Sheriff's Office rules, policies and procedures with the ability and skill to apply them to various situations.
- Considerable knowledge of police communication methods and techniques.
- Ability to summarize calls and communicate essential messages effectively;
- Ability and/or knowledge of county's geography and roadway system, including GIS system; ability to understand and apply knowledge of proper radio procedures and laws which govern radio operations.
- Proficient skill entering information into computer, ability to use computer software; ability to accurately type 40 wpm
- Ability to work semi-independently making sound decisions using good judgment; ability to budget time and schedule to efficiently complete tasks.
- Ability to act confidentially, performing assignments with accuracy, patience, tact, integrity, use of good discretion and courtesy; ability to exercise good judgment.
- Knowledge of criminal and civil law
- Ability to meet department standards of physical condition.
- Skill in the use of general office equipment including but not limited to: copy machine, computer terminal, internet, TIME System and all other software programs used by the Sheriff's Office, audio and video recording systems, fax machine, telephone, radio, paging, and alarm systems, and any other technical equipment or software as may be necessary.

QUALIFICATIONS:

EDUCATION: High school diploma or equivalent. Post high school education preferred

EXPERIENCE / JOB KNOWLEDGE: Civil or military law enforcement work involving operation of communication/computer equipment OR any equivalent combination of education and experience that provides the necessary knowledge, skills and abilities. Visual acuity must be correctable to 20/20 Must obtain CPR, AED and Advanced TIME certifications within one year of hire.

WORKING CONDITIONS:

PHYSICAL DEMANDS: About 95% or more of the time is spent sitting, using near and far vision, hearing, talking and low to medium fingering for typing and data entry. Standing, walking, kneeling, stooping, and crouching occur about 5% of the time. Other actions may be required in unusual or non-regular situations. The Department reserves the right to assess the medical and physical fitness of each employee's ability to fully perform the expected duties of the position.

Management's assignment of essential functions is not designed to limit the manner in which duties may be accomplished. Management shall comply with all applicable workplace laws and shall communicate with any employee with a disability to determine the availability of a reasonable accommodation(s) to allow the employee to perform the essential functions of the job.

ENVIRONMENTAL DEMANDS: 100% of the time will be inside and will involve contact with other workers and the general public.

This is a public service position. Employees are required to be courteous, cooperative, and respectful at all times with the public and clients. This includes establishing and maintaining courteous, cooperative, and respectful working relationships with other employees, supervisors, and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The County retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this document as it deems, in its' judgment, to be proper.

Green Lake County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Green Lake County complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Green Lake County has facilities. This policy applies to all terms and conditions of employment.

June 2015