

Plymouth County
Employer's Job Description
(Revised 2017)

Name: _____ **Department:** Sheriff Office
Position Title: Communications Operator **Pay Grade:** TBD
Status: Hourly **Reports To:** County Sheriff

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:

- 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, your immediate Supervisor, 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 available to work day, evening and overnight hours. In addition to these hours, some weekends and holiday shifts are required
- Must be able to work closely with all public safety entities as required

Minimum 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).

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

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

Ability to explain, demonstrate and clarify to others within well established policies, procedures and standards, as well as the 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.

Judgment and Situational Reasoning Ability

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

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

Must also have the ability to remain calm and professional in stressful situations.

Must have the ability to work independently and to exercise good judgment in making decisions in accordance with regulations, ordinances and law and 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 and stand for long periods of time.

Vision abilities required by this job include close vision, color vision and the ability to adjust and focus.

Environmental Conditions

Must be able to perform his/her duties in a secured area within the Plymouth County Law Enforcement Center.

Ability to work under fairly comfortable indoor conditions but exposure to injury is possible.

Compliance

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

Plymouth 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.
