

Plymouth County Sheriff's Office

Communications Operator Job Description

Purpose of Position:

To serve as the person 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.

The following is a general description of the essential duties of a Communications Operator with Plymouth County:

- 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.

MINIMUM TRAINING AND EXPERIENCE REQUIRED:

Graduation from high school 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)

MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED:

While performing the job, the employee is regularly required to sit, use hands and 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 10 pounds. Vision abilities required by this job include close vision, color vision and the ability to adjust and focus.

Must have the ability to apply current resources and services to assist officers, officials and the general public. The employee will be trained on the basic

knowledge of NCIC regulations, city ordinances, inter-personal relations and the ability to use the English language effectively. The employee 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. The employee must also have the ability to remain calm and professional in stressful situations.

The employee must be available to work day, evening and overnight hours. In addition to these hours, some weekends and holiday shifts are required.

WORK ENVIRONMENT

The employee must be able to perform his/her duties in a secured area within the Plymouth County Law Enforcement Center. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee normally works in an environmentally controlled office with minimal risk of injury. Noise level is usually low.

The Plymouth County Sheriff's Office is an Equal Opportunity Employer.