



Mineral County Sheriff's Department

Dispatcher/Communications Officer POSITION DESCRIPTION 2020

The County is an equal opportunity employer. The County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Communications Officer	FLSA Status:	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
Department:	Sheriff's Department	Reports to:	Chain of Command	

Work Unit Overview: Communication and Dispatch Services is a consolidated communications center serving multiple jurisdictions and disciplines. The Center is typically a 24 hour, 7 day a week operation. Dispatch Services may provide support for law enforcement, fire, emergency medical, and road crew programs in the County.

Job Summary: The Communications Officer (Dispatcher) receives emergency and non-emergency requests for response via radio, telephone, and computer-aided dispatch systems. The position determines priorities, dispatches law enforcement, and other county units, and maintains close contact with field units to monitor response progress and any needed support requirements.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Monitor emergency and general support radio frequencies to ensure county employee and public safety and determine dispatch requirements.
- Receive emergency and non-emergency calls, including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems, and CAD systems to gather required information, determine priorities of all calls, and dispatch required units and/or agencies.



Mineral County Sheriff's Department

Dispatcher/Communications Officer POSITION DESCRIPTION 2020

- Receive radio calls from field units to transmit messages via radio, telephone, computer, fax, or other communication equipment.
- Make inquiries of various sources to obtain requested information or services by radio, phone or computer automated communication equipment.
- Maintain status and location control of all public safety personnel involved in department activities to ensure their safety.
- Confer with personnel to address questions, problems, or requests for service
- Dispatch the assignment of field units to route them to the scene of emergency and other situations.
- Create and maintain automated and/or manual records to document public safety communications activities using various computer systems, databases, and mapping applications for data entry and information retrieval.
- Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties.

Non-Essential Functions:

- May assist in the provision of on-the-job training for other positions using or serviced by the Communications Center.
- May train new hire Communication officers and submit progress reports and evaluations on trainees.
- May perform limited supervisory duties on a temporary basis.

Physical Demands and Working Conditions: *The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.*



Mineral County Sheriff's Department

Dispatcher/Communications Officer POSITION DESCRIPTION 2020

- Work requires the ability to speak clearly, hear, physically manipulate radio, telephone, and computer equipment, and sit for long periods of time in addition to using stairs, stooping, bending, opening heavy doors, etc.
- Work is performed in a dispatch center, and at times will involve a high-volume, fast-paced environment dealing with life-threatening situations via telephone or radio.
- Requires shift work with rotating days off, the ability to work overtime, ability to work 12-hour shifts, a working home telephone or cellular phone that is on 24 hours a day, and a reliable method of transportation available 24 hours a day.

Supervision Exercised: The position may provide oversight or training to other Communication Officers.

Knowledge, Skills, and Abilities:

The job requires knowledge of public service activities; the organization, policies, and methods of county government; rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters; the proper use and care of radio and telephone equipment; basic mathematics; the English language, spelling and word usage; ability to type 40 WPM, law enforcement and emergency response terminology and procedures; and the geography of the county including the locations of towns, cities and communities, major and minor roadways/highways, and like information.

The job requires the ability to communicate effectively verbally with other parties under stress; react quickly and calmly in emergencies; communicate clearly and concisely and relay details accurately; handle situations firmly, courteously, tactfully, and impartially; recall numerous details and essential information; and determine priorities.

The job requires skill in observing situations analytically and objectively and recording them clearly and completely; operating radio, telephone, keyboard, computer terminal, and related communications equipment; creating and maintaining manual and automated logs and other records of public safety communications activities; reading and interpreting maps to determine locations, jurisdictional boundaries, etc.; and in the use of computer hardware and software.

Education and Experience:

Y:\2020 Job descriptions and Ads\Sheriff's Dept Job and Descriptions 2020\Detention and Dispatch opening and position description 2020\Communications Officer Position Description 2020.docx



Mineral County Sheriff's Department

Dispatcher/Communications Officer
POSITION DESCRIPTION
2020

The job requires education and experience equivalent to a high school diploma or General Education Development (GED) certificate. Upon hire, the job requires attaining and maintaining access certifications for criminal history databases and associated communications systems.