

JOB DESCRIPTION

Date Prepared: November 08, 2023

Position Title: Communications Deputy

Department: Sheriffs Office

Supervisor: Communications Sergeant

Position Overview: Communications Deputy will provide emergency dispatch services for Police, Fire and Medical. As a communications Deputy you will also be responsible for management of prisoners in the absence of the Communications Sergeant. The communications duties include operating the various communication systems located in the 9-1-1 center, answering incoming 911 telephone lines and other lines for dispatching police, fire, and ambulance. The communication Deputy will also provide information to emergency services in the field, and relaying and recording information provided by patrol personnel. Entering data into LEDS, to include: entering and canceling warrants, stolen items, missing persons, and restraining orders.

Education and Experience

- Graduation from High School or possession of a GED;

Certificates

- Possession of the Basic Certificate in dispatch and Telecommunications issued by the Department of Public Safety Standards and Training or higher. Obtainable within twelve (12) months
- Possession of the Emergency Medical Dispatch (EMD) certificate of completion. Obtainable within twelve (12) months
- Current CPR and First Aid, or able to obtain within three (3) Months

Distinguishing Characteristics

- The Communications Deputy is a Basic level dispatcher with the ability to learn and achieve a higher classification either through step increases, longevity, training or advancement.

Typical Tasks

Under general supervision:

- Operates base radio console equipment, transmitting and receiving routine emergency messages

- Receives emergency and routine requests for service from the public via 9-1-1, alternate emergency lines and direct lines.
- Dispatches appropriate emergency vehicle, equipment and personnel in response to those requests, in accordance to established policies and procedures.
- Operates LEADS/NCIC data terminal for information pertaining to daily public safety operations, and general emergency services
- Maintains written logs, files, and computer information in the prescribed manner, updates computer files, and performs other clerical functions and tasks as directed
- Obtains authorizations for release of prisoners
- Coordinates simple prisoner functions in absence of the Communications Sergeant
- Review case file for the completions of required documentation
- Process and maintain records and files
- Help the Walk-in public as needed
- Assist in processing Civil Documents, Concealed Handgun Licenses and Record Keeping
- Make entries in the Law Enforcement Data System
 - Warrants
 - Restraining Orders/Stalking Orders
 - Stolen Property
 - Missing Persons
 - Repossessed/Impounded Vehicles
- Performs other related duties as assigned

Knowledge, Skills, and Abilities

Knowledge of:

- General public safety radio and telephone communications systems
- Police, fire, and medical emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within county boundaries
- Policies and Procedures on prisoner lodging and release

Skill in:

- Reading and interpreting; maps and maintaining accurate records

Ability to:

- Read, write, spell, and speak in clear, concise voice
- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document filed activity and calls for service within response criteria guidelines
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen contact
- Follow verbal and written instructions
- Maintain composure and work accurately in emergency situations
- Work as a team-based environment and achieve common goals

- Establish and maintain tactful, courteous, and effective working relationship with those contacted in the course of employment including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter information into the CAD system while simultaneously receiving information by phone or radio
- Retrieve data from CAD terminal, other computer systems, or other device, maintain appropriate documentation of previous event details, and conversations
- Work in a highly structured environment where all communications are recorded and reviewed
- Handle multiple priorities and organize workload
- View multiple video display terminals for extended periods of time in low or variable light conditions
- Distinguish and comprehend simultaneous communications from several sources
- Work continuously or uninterrupted as required, standing, sitting for extended periods of time
- Perform to a high standard of customer service, professional conduct, and civic responsibility
- Use emergency medical dispatching techniques and provide medical instructions via telephone when required

Supervision Received

Works under the general supervision of the Communications Sergeant, Communications Lieutenant and overall direction of the Morrow County Sheriff.

Supervision Exercised

Communications Deputy will ensure consistent basic training and education for employees under their senior.

Special Conditions

Communication Deputies must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, Holidays, and all other traditional work hours; and willingness to work overtime as needed.