

# Monona County Communications Operator

## Job Description

**Department:** Sheriff

**Date:** March 31, 2017

### **General Summary**

Receives information requiring law enforcement, fire and /or medical responses and transforms information via radio, text messaging, paging and /or phone to the proper emergency or non-emergency providers.

### **General Explanation of Communications Operator**

This high responsible and technical work involves the efficient operation of the Monona County Sheriff's Office Communications Center. The work is performed under the direction of the Sheriff or his designees. Supervision and assignments are received both orally and in writing from Sheriff or his designee and reviewed by them through conferences, observations and results obtained. The nature of the work performed involves receiving, evaluating and prioritizing telephone (911 and non-emergent) and radio requests for service. Transforming the information into proper radio message format, determining jurisdiction and dispatching of proper emergency services agencies. Refers other requests to the appropriate city, county or private agencies. Records and monitors status of personnel and equipment and coordinates operations through effective radio and telephone communications.

### **Essential Job Duties (Not all duties listed)**

- Ensures that all equipment in the Communications Center is operational and reports any malfunctions promptly to the Sheriff or his designee
- Operates terminal for IOWA/NCIC following all Iowa rules and regulations on the inquires, entries, modifications, locates, criminal histories and administrative messages.
- Answers incoming calls for the Monona County Sheriff, Onawa Police Dept, Mapleton Police Dept, Whiting Police Dept. Answers call originating from and to the Monona County Courthouse
- Operates the radio console receiving and transmitting message both verbally and in writing.
- Assigns all requests for service in the Shieldware computer system o
- Operates the in-house Record Management (Shieldware )system to maintain records
- Dispatches calls to service for the all law enforcement, fire/rescue and ambulance services in Monona County
- Monitors all calls to service to assure that calls are handle in a timely manner

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- Maintains arrest warrants and verifications of warrants
- Monitors all alarms assigned to through Sheriff's office to include: bank alarms, in house alarms, and intrusion alarms
- Attends all required meetings and certifications trainings
- Stays alert and ready to take action on all situations that may arise
- Completes all computer logs in a timely manner and with all appropriate information
- Monitors the in house camera system that includes jail operations, courthouse interior and outside perimeter cameras
- May be required to perform additional task upon request

### **Required Skills, Knowledge and Ability**

- Comprehensive knowledge of communications policies and procedures related to local, state and federal rules and regulations
- Comprehensive knowledge of the functions and operations of the equipment in the Monona County Communications center
- Comprehensive knowledge of the service areas in Monona County, including but not limited to cities, streets, highways, townships and utility providers
- Thorough understanding of the in-house computer system
- Ability to relate to supervisors, co-workers and the general public
- Ability to maintain perspective and good judgment in high stress and life threatening situations
- Ability to speak clearly in a well modulated voice, use good diction and elocution
- Comprehensive knowledge of confidentiality and release laws
- Ability to perform a wide variety of communication tasks while under high stress and time sensitive deadlines
- Ability to quickly learn and put to use the skill and knowledge brought about by the rapid changing information and /or technology
- Ability to use a wide variety of office equipment and technical machines including fax machines, alarms etc
- Ability to control telephone conversations in order to efficiently obtain accurate information in order to provide correct, understandable instructions to emergency responders
- Ability to receive and efficiently carry out instructions from the emergency responders

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### **Education requirements**

- Graduation from a High School or equivalent
- Knowledge of the Law Enforcement terminology

### **Required Special Qualifications**

- Computer Skills
- Typing Skills- minimum of 30wpm
- Successful completion of the Iowa Telecommuter or National Sheriff Association Telecommunication training
- Certification of IOWA/NCIC within first six (6) months of employment
- Recertification of IOWA/NCIC every two years
- Ability to perform shift work
- Successful completion of background investigation including submission of fingerprints
- Confidentiality
- Clarity of speech and hearing which permits the employee to communicate well with supervisors, emergency responders, co-workers and the general public in all situations by telephone, in person and by radio
- Sufficient vision, with or without correction which permits the employee to observe, review and analyze a wide variety of emergency communications situation, and activities in the Communications Center
- Sufficient manual dexterity which permits the employee to operate a computer keyboard and communications equipment in a rapid and efficient manner
- Sufficient personal mobility which permits the employee to quickly access and operate emergency communications equipment and to move quickly and efficiently from location to location with and outside the communications center in emergency situations
- Must be able to sit for long periods of time
- Must pass hearing tests, drug tests at random intervals as required by the County
- Must be able to respond for emergency call in, with short notice