

MONONA COUNTY JOB DESCRIPTION

Position: Communications Supervisor **Reports to:** Sheriff
Department: Sheriff **Revision date:** July 1993

GENERAL SUMMARY

Participates with Sheriff in the general supervision of work performed by dispatcher/jailers. Assists the general public and local law enforcement agencies by dispatching appropriate emergency service agencies and coordinating efforts via communications systems. Maintains security within the county jail, guarding and caring for prisoners held there.

ESSENTIAL JOB DUTIES

Supervises work performed by dispatcher/jailers. Schedules dispatchers' work hours. Maintains state employment records. Arranges necessary training and certification in areas such as first aid, cardiopulmonary resuscitation (CPR), IOWA System Terminal and National Crime Information Center (NCIC) teletype operation and jail school. Reviews entries of wanted persons, stolen articles such as vehicles, guns, stocks and boats, to ensure accuracy of files used by NCIC and IOWA systems. Validates teletype entries such as those for wanted persons, stolen articles, stolen or recovered guns.

Inspects and maintains building and equipment used by Sheriff's department. Checks smoke detectors, fire extinguishers, and ground fault outlets throughout building. Performs minor repairs and routine maintenance. Arranges for maintenance and repair of departmental vehicles.

Receives emergency telephone calls from individuals needing assistance from law enforcement, fire or emergency medical personnel. Reviews information and determines severity of situation. Contacts appropriate agency (police, sheriff, ambulance, first responder, fire department). Answers questions from public regarding public policy, laws, and road conditions, refraining from offering legal advice or interpretations of laws.

Monitors radio communications between officers and other agencies. Coordinates information flow by receiving and transmitting messages on two-way radio. Dispatches additional officers and emergency personnel when needed.

Operates state and federal teletype system and National Crime Information Center computer. Accesses and enters information for law enforcement officials by typing on keyboard equipment. Retrieves data on warrants, driver's licenses, vehicle registration, criminal histories, missing persons, stolen property and other administrative information.

Documents all radio communication, teletype and phone messages in daily log. Documents criminal history information, indicating who requested the information. Prepares and maintains log, warrant list, card files, bond sheets and crime reports.

Guards prisoners and maintains security within the jail. Monitors prisoners' activities through direct observation and through electronic monitor. Checks doors and windows to ensure they are locked. Inspects or searches cells as needed. Maintains control of weapons in booking room.

Provides care to prisoners in county jail. Picks up and distributes meals to prisoners. Launders towels, bedding and clothing. Dispenses medication based upon doctors' orders. Arranges for the provision of medical care, when necessary.

Maintains detailed and accurate records and reports. Documents jail activities in daily log, including activities of prisoners, medication and care given. Completes necessary forms and reports.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities and to possess the necessary physical requirements with or without the aid of mechanical devices, to safely perform the essential functions of the job.

Knowledge of the use of the National Crime Information Center computer and teletype equipment.

Knowledge of emergency communication procedures for providing information on severe weather, road conditions, vehicles accidents, etc.

Knowledge of federal, state and local laws and policies in order to respond to questions from public while refraining from interpreting laws or offering legal opinions.

Knowledge of standard record keeping and filing procedures.

Knowledge of local geographical landmark, cities, streets and roads, as related to dispatching emergency services and law enforcement officials.

Knowledge of OSHA regulations regarding blood-borne pathogens and procedures for preventing the spread of disease. Knowledge of the 'Right to Know Law' regarding hazardous chemicals.

Knowledge of jail policies, procedures, and standards. Knowledge of the rights of prisoners according to state and federal law.

Skill in supervision of employees and coordination of activities.

Skill in determining the agency or agencies to contact regarding emergency calls.

Skill in performing CPR and first aide.

Skill in maintaining effective discipline in jail.

Ability to maintain attention and monitor numerous activities simultaneously. Ability to think clearly under pressure and work with frequent interruptions.

Ability to use force, when appropriate and necessary to maintain order and security of jail. Ability to determine when use force is appropriate based upon legislation and jail policy.

Ability to follow instructions, both verbal and written. Ability to effectively communicate in written and oral form. Ability to write reports and complete forms.

Ability to operate dispatch and office equipment such as telephone, fax, typewriter, teletype, computer, and radio.

ENTRY REQUIREMENTS

High school diploma or ability to read and write at the high school level. Applicant must be able to type and be familiar with general office procedures. Before working alone, employees must complete National Computer Information Center (NCIC) certification, 40 hours of jail school and training in cardiopulmonary resuscitation (CPR) and first aid.

WORK ENVIRONMENT

Work is performed inside, and includes sitting, standing and moving throughout building. Work occasionally includes dealing with dangerous individuals and working in hazardous situations. About 50% of the time, work is performed while seated in front of monitors, radio, computers, telephone and other equipment.

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1. Marginal functions of positions that are incidental to the performance of fundamental job duties have been excluded from our job descriptions.
 2. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
 3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
 4. The County reserves the right to change or reassign job duties, or combine positions at any time.