

JOB TITLE: Communications Officer
COM/03

DEPARTMENT: Camden County Sheriff's Office

JOB SUMMARY: This position is responsible for receiving, evaluating, and disseminating calls for county, police, fire and emergency medical service through the Communications Unit. 1-year probationary period with 6-month training period.

MAJOR DUTIES:

- Receives, evaluates, and disseminates calls for police, fire and emergency medical service.
- Monitors and transmits emergency and operation messages via multi-channel base radio.
- Inputs data and dispatches appropriate units; updates and monitors status of police and fire units using computer aided dispatch system.
- Inputs and retrieves inquiries concerning wanted/stolen status of persons, vehicles, and articles and concerning criminal histories of persons through TAS/ADORS, MULES, NCIC and Department of Revenue computer files.
- Prepares new Communications Officer for MULES and Missouri State Certification through on-the-job training and instruction; trains new Communications Officers in all aspects of the position; evaluates job performance of trainees and provides remedial training as needed.
- Maintains manual and computer files and logs.
- Refers citizens with non-law-enforcement problems to appropriate agencies.
- Monitors building security and all external city-owned video surveillance via closed circuit camera.
- Monitors jail security via closed circuit camera and audio system; provides back-up jail security via electrical jail door lock.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of communications equipment and technology.
- Knowledge of MULES, NCIC, and FCC rules and regulations.
- Knowledge of Police Department, Fire Department, Highway Patrol, Sheriff's Department and other emergency service providers.
- Skill in the use of various types of communications equipment.
- Skill in the operation of computers and other types of modern office equipment.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The E911 Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.

Communications Officer, Police

Page 2

GUIDELINES: Guidelines include MULES/NCIC standards, FCC regulations, county/city policies and procedures, the county/city EOC plan, County/City Department policy, county computer policy, and Fire Department policy. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY: The work consists of related technical communications duties. The need to perform multiple tasks at the same time contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to receive, evaluate, and disseminate calls to police and fire units. Successful performance helps ensure efficient communication of information to emergency responders.

PERSONAL CONTACTS: Contacts are typically with co-workers, Police Officers, Firefighters, vendors, citizens, medical professionals, and representatives of other law enforcement agencies.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, to resolve problems, to provide services, and to motivate or influence persons.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently standing, bending, crouching, or stooping. The employee frequently lifts light and occasionally heavy objects, uses tools or equipment requiring a high degree of dexterity, and must be able to distinguish between shades of color.

WORK ENVIRONMENT: The work is typically performed in the Communications Center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- No felony convictions.
- Certification by the Missouri State Highway Patrol (MSHP) in computer entry and inquiry is required the first year of employment and re-certification as required by the MSHP.
- Must meet continuing education requirements as established by the State of Missouri.
- Type at least 30 wpm

PREFERRED QUALIFICATIONS:

- All Experience **preferred not necessary** as a public safety communications/dispatcher.