**SEMINOLE COUNTY**

**CLASS SPECIFICATION**

**TITLE: COMMUNICATIONS OFFICER**

**DEPARTMENT: SHERIFF’S OFFICE**

**DIVISION: COMMUNICATIONS**

**Summary:** The purpose of this classification is to answer multiple telephone lines and radio frequencies, to communicate effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for information for dispatch or transfer calls appropriately, and to perform administrative tasks as required.

**Major Duties and Responsibilities** include the following. Other duties may be assigned.

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Answers multiple telephone lines; accesses incoming 911 and administrative emergency and non-emergency calls; receives unit-initiated calls; enters all call data into the Computer Aided Dispatch (CAD) computer system; assigns case numbers, dispatches appropriate emergency field units and/or transfers/connects calls to appropriate department, extension, service or agency.

Maintains conversation with the caller to obtain/verify pertinent information, provide pre-arrival instructions as needed within established protocols, and to provide comfort until assistance arrives; reestablishes calls on 9-1-1 hang-ups.

Dispatches law enforcement units, fire department personnel, or emergency medical service personnel; may relay radio traffic to multiple agencies/units simultaneously; notifies other agencies/ services as needed to include, aeromedical transport; wreckers, utility companies, coroners, etc.

Monitors and/or communicates effectively and coherently over all radio channels including, but not limited to: Sheriff’s Repeater, Police Repeater, Fire Repeater(s), EMS Repeater and the tri-state Mutual Aid radio.

Maintains status of law enforcement officers, firefighters, emergency medical service personnel, and other responding units at all times to ensure the safety of personnel involved, including those working any type of incident, as well as those on breaks.

Contacts various other departments to resolve problems such as malfunctioning railroad crossings, traffic lights, downed street signs, road hazards, water/gas line breaks, roadway debris or major power outages.

Monitors multiple radio frequencies and cameras while answering/processing telephone calls or other radio frequencies and responding to in-person requests for service or records.

Assists other jurisdictions as requested; contacts Georgia State Patrol (GSP), Department of Natural Resources (DNR), Georgia Bureau of Investigations (GBI), Georgia Emergency Management Agency (GEMA), Department of Family and Children Services (DFACS), Department of Juvenile Justice (DJJ), and/or surrounding law enforcement, fire or EMS agencies for assistance when needed.

Greets the public, receipts bond fees and other funds paid to the Sheriff’s Office.

Provides the general public with directions/referrals, answers to citizen complaints/concerns, and other information requested regarding the community or situation.

Enters/retrieves a variety of data from/into the Criminal Justice Information Services (CJIS) network system, Computer Aided Dispatch (CAD) system, Sheriff’s Office Records Management (RMS) system, modifies, locates, maintains, saves and/or clears files/records within database; records information manually into appropriate systems when computer(s) is/are out of service.

Runs criminal and driver’s histories for law enforcement and courts, runs criminal histories for the public following established policy, handles inquiries on driver’s license, vehicle identification, warrants, stolen articles, wanted/missing persons, and guns.

Relays various information from CJIS database to officers and other requesting agencies; issues “Be on the Look Out (BOLO) alerts.

Operates telecommunications device for the deaf (TDD), utilizes various geographical information (GIS) applications, and Master Street and Address Guide (MSAG).

Notifies appropriate personnel, supervisors, and/or command staff of critical emergency situations, weather related alerts, and/or problems with communications systems, and/or other equipment.

Cooperates with federal, state, and local law enforcement agencies and its officers/representatives when activities are related to investigations within this jurisdiction.

Maintains assorted logs detailing daily activity, including wrecker service requests, warrants, CAD system dispatching, messages, and other similar functions.

Performs administrative support duties such as replenishing various forms, changing computer paper, shredding confidential material, disseminating information to various departments.

Attends training courses and/or completes in-house or online training to obtain and/or maintain applicable certifications, remain informed of departmental operations and national standards, and to promote improved job performance.

Completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of the position; maintains files and administrative records.

Performs clerical support tasks which may include making copies, sending/receiving faxes, locating telephone numbers and addresses, researching and contacting business/residence callouts, tracking court dates, or contacting the courts as needed; performs housekeeping tasks.

Takes and relays messages to officers, fire personnel, EMS personnel, other divisions, or local agencies; sends pages and places calls are requested.

Releases records to the public following established policy; assists with Sex Offender Registration.

Provides backup/substitute coverage for coworkers; calls in addition personnel as necessary to maintain adequate manpower during shift.

May be required to work in the event of inclement weather, manmade or natural disasters.

Performs other related duties as required.

**Qualification:**

High school diploma or GED, valid driver’s license.

Must successfully pass a background investigation to include no felony convictions or a pattern of misdemeanor convictions including multiple traffic citations. Must be able to acquire Georgia Peace Officer Standards and Training (P.O.S.T.) certification.

Must possess and/or be able to obtain and maintain the Georgia Basic Communications Officer training, CJIS network operator certification, CPR/First Aid certification and Telephone CPR certification. Must obtain Emergency Medical Dispatch certification and/or other certifications upon request.

**Knowledge, Skills, and Abilities:**

Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Requires the ability to apply principles of rational systems; to interpret instructions furnished win written, oral, diagrammatic, or schedule form; and to exercise independent judgement to adopt or modify methods and standards to meet variations in assigned objectives.

Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria as opposed to that which is clearly measurable or verifiable.

**Other Requirements:**

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 – 10 pounds). Tasks may involve extended periods of times at a keyboard or work station.

Some tasks require the ability to perceive and discriminate visual clues or signals. Some tasks require the ability to communicate orally.

Essential functions are regularly performed without exposure to adverse environmental conditions.

Requirements included in this class specification may be subject to modification in order to reasonably accommodate individuals with disabilities who are otherwise qualified to perform the essential duties of the job.

Revised: 11-05-2020