**SEMINOLE COUNTY**

**CLASS SPECIFICATION**

**TITLE:** COMMUNICATIONS OFFICER

**DEPARTMENT:** SHERIFF’S OFFICE

**DIVISION:** COMMUNICATIONS / E-911

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

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

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

Answers multiple telephone lines; assesses incoming 911 emergency and non-emergency calls; enters call data into Computer Aided Dispatch (CAD) computer system for dispatch or transfers/connects calls to appropriate department, extension, service, or agency.

Maintains conversation with caller to obtain/verify pertinent information, re-establishes calls on 911 hang-ups.

Monitors and/or communicates effectively and coherently over all radio channels including, but not limited to: Sheriff Repeater, Police, Fire, and EMS. Monitors the Georgia Motor-Bridge radio and the Tri-State mutual aid radio.

Receives responder-initiated calls; dispatches law enforcement units, emergency medical personnel and emergency fire personnel; relays traffic to multiple units, notifies others, such as air medical transport, wreckers, utilities, locksmiths, alarm companies, poison control, chaplains, or coroners when services are requested/required.

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, radio frequencies and responding to in-person requests for service or records.

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

Maintains status of law enforcement, fire, EMS, and other responding units at all times to ensure safety of personnel involved, including those working accidents, fires, and hazardous incidents, as well as, those on breaks.

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 into/from GCIC/NCIC, Computer Aided Dispatch (CAD), modifies, locates, maintains, saves, and/or clears files/records within database; records information manually into appropriate logs when computer is out of service.

Run criminal and driver histories and computer background checks; handles inquiries on driver’s licenses (OLN’S), vehicle identification numbers/tags, warrants/summons, stolen articles/property, wanted/missing persons, and guns.

Relays various information from NCIC/GCIC computer database to officers and other requesting agencies; assigns case numbers; issues “Be on the Look Out” (BOLO) alerts.

Operates telecommunications device for the deaf (TDD); utilizes geographical information (GIS), Master Street and Address Guide (MSAG), and cross-reference books to locate/confirm addresses.

Notifies appropriate personnel, supervisors, and/or command staff of critical emergency situations, weather-related information from EMnet, and/or problems with communications, GCIC, or other computer equipment.

Maintains assorted logs detailing daily activity, including wrecker service, warrants, CAD system dispatching, messages, facsimiles, and teletypes.

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

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance; trains new dispatch personnel as assigned.

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.

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

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 magistrate court/judge as needed; performs housekeeping tasks.

Accepts cash bonds as applicable.

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

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

Required to work in the event of inclement weather, manmade or natural disasters.

Performs other related duties as required.

**Qualifications:**

High school diploma or GED.

Must possess and/or be able to obtain and maintain a valid Georgia Peace Officer Standards and Training (P.O.S.T.) Communications Officer, and CPR/First Aid certification within six (6) months of hire date.

Must successfully pass a background investigation and must obtain GCIC/NCIC Network Operator certification within thirty days of hire.

**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 perform addition, subtraction, multiplication, and division.

Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment 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 time at a keyboard or work station.

Some tasks require the ability to perceive and discriminate visual cues 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.