

**LANCASTER COUNTY
SHERIFF'S OFFICE**

JOB DESCRIPTION

JOB TITLE: E-911 COMMUNICATION OPERATOR

GENERAL STATEMENT OF JOB

Under general supervision, performs radio and communications work in the communication division of the Sheriffs Office on an assigned shift. Work involves receiving all incoming calls to the Sheriffs Office, Fire and rescue services, and dispatching all emergency response personnel (i.e., Sheriff, Fire, Rescue, Public Works, Animal Control, Virginia Highway Department, etc.); and operating a computer terminal connected to the Virginia Criminal Information Network. Employee must exercise considerable tact and firmness in obtaining information from distressed persons. Employee must exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls. Reports to the Chief Deputy.

SPECIAL DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Operates a two-way radio to receive and transmit messages; receives and responds to complaints and requests for service by telephone and in person; obtains necessary information and dispatches patrol cars or other emergency response personnel as needed; inputs pertinent data into computer system.

Notifies other agencies needed to assist Sheriff, Fire and Rescue in emergencies; dispatch officers, fire, rescue, animal control, public works and public utilities' personnel, child protection service personnel, and/or other emergency response personnel as appropriate.

Operates a computer terminal connected with the Virginia Criminal Information Network to obtain such information as driver's history, vehicle registration data, criminal record information, stolen property information, etc., as necessary.

Makes appropriate VCIN file entries and sends/receives administrative messages via this system.

Monitors surveillance cameras for jail, controls entrance doors for jail, monitors alarm panels.

Maintains and enters all complaints and services received on shift in the computer data base; retrieves and disseminates data from the computer as requested and authorized.

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Answers telephone; receives inquiries and provides information or refers inquiries or messages to appropriate personnel, departments, or agencies. Answers Crime Solvers telephone and records information.

Maintains a current listing of all emergency services personnel on duty and updates same as needed; maintains listing of current equipment inventory and updates same as needed.

ADDITIONAL JOB FUNCTIONS

Performs various clerical duties as necessary.

Updates computer files on entries, modifications, clearances, and cancellations.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent, and some experience in clerical or communications work; any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS

Employee must obtain VCIN class "A" operator's certification within one (1) year of employment: must successfully complete communication operator basic training; must maintain VCIN class "A" certification. Must possess a valid Virginia State Driver's License. Employee is required to have a pre-employment, post-offer physical examination. Employee may be subject to subsequent physical examinations to ensure he/she meets job-related physical requirements.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery including various two way radios, channel recorders, and communications equipment; and office machines such as computers, typewriters, calculators, facsimile, copiers, etc. Must be able to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Must speak and read English. Requires the ability to read a variety of reports, records, forms, etc. Requires ability to prepare reports, forms, logs, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence, including communication over a two-way radio, telephone, and intercoms.

Intelligence: Requires the ability to plan work and develop procedures; to learn and/or evaluate complex information in order to make judgments and decisions. Must be able to make independent judgments in absence of supervision. Must be able to acquire knowledge of topics related to primary occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including legal and medical terminology, and emergency response codes.

Numerical Aptitude: Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply and divide.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office and communications equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations.

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Physical Communication: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear). Must be able to communicate via two-way radio, telephone, and intercoms.

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the geographical layout of the county as to location of streets, important buildings and other landmarks. Has considerable knowledge of the operation of two way radio equipment, telephones, and related Federal Communication Commission regulations. Has general knowledge of the applicable communication system policies and procedures, techniques and regulations used by paid and volunteer emergency services agencies. Must be able to interpret the nature of a call for assistance, apply the appropriate code for dispatching, and dispatch the appropriate units. Is proficient in the operation of two-way radios and the Virginia Criminal Information Network and National Crime Information Center computer systems. Is able to maintain simple but effective files, records and reports. Is able to exercise sound judgment in emergency situations. Is able to speak clearly, distinctly and politely. Is able to exercise tact, courtesy and firmness in frequent contact with the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all agencies, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates

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proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with minimum errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarifications of results or consequences are justified, i.e., poor communications, variance with policy or procedures, etc.

Relationship with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships with agency employees and managers in other agencies, representatives from organizations, and the general public so as to maintain good will toward the agency and project a good image. Tactfully and effectively handles request, suggestions and complaints from other agencies and persons in order to maintain good will within the County. Interacts effectively with fellow employees, supervisors, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establish a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events. Reports to work on time.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding the department and function. Adheres to those policies in the discharge of duties and responsibilities.