

LEE COUNTY SHERIFFS OFFICE
Job Description

Job Title: 9-1-1 Communications Operator

Department: Sheriff's Office

Reports to: Communications Supervisor

SUMMARY:

This position requires a thorough working knowledge of dispatch and communications procedures, the individual has daily contact with the public, operates radio equipment, dispatches 911 calls and maintains communications records. May assist Communications supervisor with validations and operation of all equipment related to the job.

SUPERVISION RECEIVED

Works under the general supervision of the Communications Supervisor.

SUPERVISION EXERCISED

None generally

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Duties include the following:

1. Monitor all radio channels on base radio equipment and responsible for the proper professional operations of said equipment. (Professional operations include proper radio etiquette, approved radio terminology, a professional attitude, and accurate, timely information provided to emergency personnel.)
2. Answer incoming 911 calls and non-emergency calls for service.
3. Provide all pertinent information to responding units.
4. Determine priority and coordinates appropriate level of response to maintain the safety of the caller and emergency responders.
5. Maintain contact, or have the ability to resume contact, with callers while dispatching calls to appropriate law enforcement, EMS, or fire personnel.
6. Receives, interprets, and processes information from law enforcement officials, EMS personnel, or fire personnel.
7. Enter information into the CAD system.

8. Perform inquiries on vehicle registrations, driver's license, wanted persons, criminal history information, and other transactions through the utilization of the TLETS/NLETS, VIN Assist and records management computer systems.
9. Locate hard copies of warrants, stolen item entry information, and missing person information through a file system.
10. Perform entries on stolen vehicles, guns, persons, and other items by utilizing the Texas and National Criminal Information Center System.
11. Ability to effectively communicate with employees, citizens, and other law enforcement, fire and emergency medical agencies in order to discuss requests for service and provide information regarding possible criminal activities, fire, or emergency medical functions and responsibilities. Employee will work with other departments and agencies in exchanging information or requesting assistance.
12. Work with jail in monitoring of inmate visitation.
13. Keep work area clean and organized

Note: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position and is assigned by the supervisor.

MANDATORY QUALIFICATIONS:

EDUCATION and/or EXPERIENCE

A high school diploma or equivalent is required.

CERTIFICATES, LICENSES, REGISTRATION

Must be able to meet the Texas Commission on Law Enforcement (TCOLE) and department for psychological and medical examination.

Other specialized job requirements include a valid Texas Drivers License.

DESIRED MINIMUM QUALIFICATIONS:

LANGUAGE SKILLS

Ability to read, write and understand the English language.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, divide and calculate percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES

Must be able to meet TCOLE and Department requirements for psychological, medical and drug examinations. Must be able to write clear and concise reports, maintain complete records as required, provide complete and accurate testimony of past facts and incident, communicate both verbally and in writing professional standards and maintain confidentiality of certain types of information. Possess some typing skills. Ability to establish and maintain effective working relationship with other County employees, Officials, inmates and its public. Must be able to work under pressure and remain calm in dangerous situations, the ability to withstand job-related stress and must be able to work close contact with and supervise inmate population.

EMOTIONAL DEMANDS

This position must handle a high stress level of dealing with some emotional and possible irate contacts within the general public. The Emergency Communications Officer meets with contacts in a structured setting at the Sheriff's Office or jail. The contacts are generally cooperative but may be upset at times. This position obtains, clarifies, and gives facts and information, as well as performs services.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use his/her hands and fingers to handle or feel to reach with hands and arms;

Smell;

Occasionally bend, crouch, stoop, stretch, and kneel;

Occasionally stand, walk, kneel or stoop;

Occasionally lift and/or move up to 25 pounds;

Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus;

Required to sit for extremely long periods of time, and is unable to leave the workstation without relief being present;

This position requires standing, sitting, kneeling, stooping, lifting, bending, twisting upper body, talking, exposure to outdoor conditions, the ability to take physical control of another person as needed and exposure to stressful situation, computer screens and individual with risk of illness. While performing the duties of this job, the employee is required to be able to finger, handle or feel objects, tools or controls, talk and hear, taste

and smell. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Requires working rotating shifts, weekends and holidays.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position has been identified with possible risk of exposure to blood borne pathogens and/or other various hazards that require immunization against such exposure.

The noise level in the work environment is usually moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests might be required.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is this contract for employment.

JOB DESCRIPTION ACKNOWLEDGEMENT

I, the undersigned, do hereby acknowledge receipt of the 911 Communications Operator job description with the Lee County Sheriff’s Office. Additionally, I hereby affirm that I have read, understand, and will adhere to the 911 Communications Operator job description.

Print Name

Signature

Date

This will be retained in employees personnel file.