

**POSITION DESCRIPTION
COUNTY OF OWEN, INDIANA**

POSITION: Communications Officer
DEPARTMENT: Communications Center
WORK SCHEDULE: As assigned
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: November 2020
DATE REVISED: November 16, 2020

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Owen County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Communications Officer for the Owen County Communications Center, responsible for processing all emergency and non-emergency calls, providing assistance, and managing IDACS/NCIC information.

DUTIES:

Receives, prioritizes, and processes all emergency-related and 9-1-1 calls, gathering maximum amount of information in minimum amount of time, determining appropriate response, providing assistance, and dispatching Police, Fire, EMS, special teams and/or other local emergency personnel accordingly, including monitoring and tracking current status of all police, fire, EMS, command and response personnel.

Provides assistance over the phone as needed, including providing life support, comforting distraught individuals, and referring persons to social service agencies.

Verifies, maintains, and retrieves IDACS/NCIC information for County and other law enforcement agencies, including receiving and transmitting computer teletypes, criminal histories, warrant information, license plate and gun checks, stolen property, and other related information; sending hit confirmations; and updating warrants served.

Receives and processes calls for non-emergency services, utilities, and directs emergency alarm systems, including monitoring and processing automated alarm systems and activating alarm or fire systems in an emergency.

Receives incoming non-emergency/information-related/internal calls, determines nature of call, and responds to inquiries, routes caller to appropriate individual/department and/or forwards calls to voicemail.

Disseminates police information to patrol units, informs Department official and emergency personnel of major incidents, and exchanges information about current wanted subjects.

Maintains records of incidents, logs calls, and records information from radio broadcasts.

Maintains knowledge of criminal activity in the area, including verifying active warrants.

Notifies appropriate official of impending emergencies, such as weather or road/school closings.

Assists with Communications Center security, including answering intercom system, assisting visitors, monitoring closed circuit television system, and operating facility doors.

Maintains communication equipment and phone, intercom, and closed circuit television systems.

Gives testimony and presents evidence in legal proceedings.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Possession of CPR and IDACS/NCIC certifications and ability to complete Emergency Medical, Police, and Fire Dispatch and Public Safety Telecommunicator courses.

Ability to meet all hiring requirements, including passage of a drug test.

Working knowledge of and ability to make practical application of local, state, and federal laws, codes, ordinances, and accepted law enforcement procedures.

Working knowledge of standard practices, procedures, rules, and regulations of the Department and ability to follow Department policies, directives, and general orders.

Working knowledge of proper procedures for receiving calls and dispatch of emergency and non-emergency personnel respond quickly and calmly during stressful situations, making immediate decisions.

Working knowledge of radio frequencies, codes, procedures, and limitations with ability to speak clearly and distinctly and hear and be heard and understood in person, by radio, and by telephone.

Working knowledge of community geography and police jurisdiction/boundaries.

Working knowledge of current training programs and assists with training new department personnel.

Working knowledge of standard English grammar, spelling, and punctuation, and ability to prepare/complete all required reports within department deadlines.

Ability to properly operate and maintain all assigned equipment and uniforms, including computers, calculators, radios, phone systems, intercom systems, emergency sirens, security door systems, fax machines, copiers, cameras, video surveillance equipment, and other equipment as needed.

Ability to when effectively communicating orally and in writing with co-workers, other County departments, law enforcement, emergency personnel, and the public including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to serve the public with diplomacy and respect, including occasional encounters with irate/difficult persons.

Ability to understand, memorize, retain, obey, and carry out oral and written instructions and present findings in oral or written form.

Ability to deal swiftly, rationally, and decisively with individuals in precarious situations and take authoritative action applying appropriate discretion and common sense.

Ability to perform essential functions of the position without posing a direct threat to the health and safety of self and other individuals.

Ability to maintain a clean and sanitized work environment, including work station and all areas of building, performing cleaning tasks as needed or as assigned by supervisor.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work rapidly for long periods on several tasks at a time, often under time pressure.

Ability to plan/layout assigned work projects and apply knowledge of people and locations.

Ability to perform arithmetic calculations quickly and accurately, such as counting, adding, and subtracting.

Ability to read/interpret detailed prints, sketches, layouts, specifications, and maps.

Ability to compare/observe similarities and differences between data, people, or things; analyze/compile/collate/classify data; and make data-driven decisions.

Ability to testify in court.

Ability to work extended/irregular hours and travel out of town for training, sometimes overnight. Ability to regularly work weekends, evenings, and holidays and respond to emergencies on a 24-hour basis.

II. RESPONSIBILITY:

Incumbent performs emergency dispatch duties according to established department policies and police procedures, making independent decisions and taking authoritative action in response to situational demands. Assignments are guided by definite objectives using a variety of methods or procedures. Errors in decision or work are primarily detected through procedural safeguards or prior instructions from supervisor. Undetected errors may result in endangerment to self/others, possible loss of life, and embarrassment and inconvenience to employees or other agencies.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, law enforcement, emergency personnel, and the public for the purposes of exchanging information, rendering service, negotiating solutions, and providing instruction.

Incumbent reports directly to the Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a communications center, involving sitting/walking at will, sitting for long periods, lifting/carrying/pushing/pulling objects weight under 25 pounds, handling/grasping/fingering objects, bending/reaching, close/far vision, depth perception, hearing sounds/communication, and speaking clearly. Incumbent may be exposed to noisy environments and confined areas. Safety precautions must be followed at all times to avoid injury to self and others.

Incumbent occasionally works extended/irregular hours and travels out of town for training, sometimes overnight. Incumbent regularly works weekends, evenings, and holidays and responds to emergencies on a 24-hour basis.