

TITLE **Communications Officer**

DEPARTMENT Sheriff's Office

REPORTS TO Communications Supervisor

SUPERVISES

DEFINITION

Receives and prioritizes emergency and non-emergency calls from the public and dispatches appropriate police, fire or emergency units when needed and monitors units in the field. Operates multi-frequency radio equipment, computer terminal and associated data recording equipment to retrieve, enter, receive and/or transmit law enforcement and public safety information.

ESSENTIAL JOB FUNCTIONS

Receives and evaluates incoming emergency calls from the public or agencies served and requests medical information, geographic locations or other pertinent information in order to dispatch appropriate police, fire or emergency units or provide agencies with information necessary for such assistance.

Receives inquiries and provides information and assistance to the public; refers complaints, reports of incidents and other matters as appropriate to patrol deputies or command personnel. Responsible for completing numerous out going calls on own initiative and at the direction of others.

Assure that thorough and accurate information is taken so that proper action can be taken. Have basic knowledge of criminal and civil law.

Operates computer, radio, telephone, paging systems, tape recorders and other related communications equipment. Responsible for radio procedures as prescribed by F.C.C.

Ability within six months to become certified on ACCESS/WACIC computer consoles to make inquiries or entries of relevant law enforcement data such as vehicle registration, identifications, criminal records, warrants, outstanding and stolen property. Capability and speed to retrieve information from terminal when requested by field officers.

Maintains log of all radio transmissions, phone calls and action taken. Must accurately reflect all business performed while on duty. Ability to spell and compose comprehensive statements.

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Responsible for a complaint form that reflects nature of complaint and all relevant information available which will aid the officer and/or agency in resolving the complaint.

Monitors the activities and location of police, fire and emergency units in the field and maintains radio contact if necessary. Know the whereabouts of all officers in the field and anticipate potential dangers to those officers; ability to calmly and efficiently pursue the prescribed course of action when the situation dictates.

Responsible for relaying and receiving critical information to units working for/with the Klickitat County Sheriff's Office (KCSO, Washington State Patrol, Game and Fisheries patrols, etc.). Also to cooperate and coordinate efforts for other agencies operating on the common radio frequency (Wasco County, Sherman County, Oregon State Patrol, Hood River County, etc.)

Responsible for assisting walk-in traffic from various social and economical backgrounds at counter by taking complaint information and/or directing persons to proper agencies.

OTHER JOB FUNCTIONS

Performs a variety of clerical duties, including typing forms and reports and filing records.

Performs other duties as assigned.

WORKING CONDITIONS

Work is performed while seated for extended periods in a secured office environment. There is limited opportunity for physical movement and rest periods when the number of emergency calls is greater than anticipated. Mental stress may occur from the nature and urgency of the emergency services provided. It will be necessary to work varying shifts. May involve the lifting or movement of objects in excess of 50 pounds.

MINIMUM QUALIFICATIONS

Knowledge of

- Local public agencies in general and of the law enforcement, fire and emergency departments served.
- Basic law enforcement principles and techniques in crime prevention, investigation, apprehension, rules of evidence and other relevant aspects of law enforcement.
- Medical and first aid to assess the nature of incoming calls and dispatch the appropriate units.
- Local geography, streets, buildings and landmarks in the County and the ability to read maps.

Ability to

- Learn and carry out explicit orders and to follow critical sequences of procedures.
- Operate the telephone, radio and related communications equipment in a clear, well-modulated voice using good diction.
- Exercise independent judgment in evaluating, prioritizing and acting upon routine and emergency requests and the ability to handle several situations simultaneously.
- Maintain accurate records of assigned activities and operations.
- Communicate firmly, courteously, tactfully and with respect for the rights of citizens.
- Physically perform the essential functions of the job.

Education and Experience

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D., and one year of work experience in emergency or health services, law enforcement or a related field with experience receiving, evaluating, transmitting and monitoring emergency requests via telephone or radio preferred.

Licenses, Certificates and Other Requirements

State of Washington Certification for ACCESS computer, after employment.

Must be a citizen of the United States.

Must be at least 18 years of age.

Must be a high school graduate or have certificate of equivalency.

Must be physically qualified for duties prescribed.

Must not have been convicted of any crime that is punishable by imprisonment in a state or federal prison or institution. Also must not have any arrest record for use of sale of drugs of any nature.

Shall possess good moral character as determined by a thorough background investigation.

May be asked to submit to a polygraph examination and drug testing.

Must be able to type at least 35 words per minute.

Must pass a competitive exam conducted by the Klickitat County Civil Service Commission.

Must satisfactorily complete 12 months probation.

Must have a valid Washington State Driver's license.