



**Communications Officer**  
Sheriff's Office

**SO/17**  
Grade 10/Non-Exempt

**JOB SUMMARY**

This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel.

**MAJOR DUTIES**

- Receives and screens incoming calls from the public and other user agencies; categorizes and prioritizes calls, including 911 calls.
- Determines and dispatches the appropriate emergency personnel to incident locations; provides emergency medical instructions to callers prior to the arrival of responders as needed.
- Receives, monitors, and dispatches radio traffic.
- Inquires, retrieves, and monitors data from GCIC/NCIC databases; ensures compliance with rules and regulations.
- Maintains contact with emergency personnel in the field.
- Responds to drivers' license and vehicle information requests.
- Monitors weather conditions and provides information as necessary; dispatches severe weather alerts as appropriate.
- Participates in training exercises.
- Dispatches wrecker services to accident scenes.
- Processes, verifies, and files warrants.
- Communicates with other community agencies to resolve issues.
- Performs related duties.

## KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency communications principles and practices.
- Knowledge of GCIC/NCIC policies and procedures.
- Knowledge of emergency dispatch procedures.
- Knowledge of radio and telecommunications equipment.
- Skill in the use of computers and job-related software programs.
- Skill in making decisions in high pressure and emergency situations.
- Skill in public relations.
- Skill in interpersonal relations.
- Skill in oral and written communication.

## SUPERVISORY CONTROLS

The Sergeant assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include GCIC and NCIC guidelines, state and federal regulations, training guidelines, and county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related emergency communications duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to receive calls emergency and non-emergency calls and to dispatch emergency service personnel as appropriate. Successful performance contributes to the efficient and effective response to emergency and life-threatening situations.

## CONTACTS

- Contacts are typically with department personnel, representatives of emergency services agencies, representatives of other local governments, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, and motivate persons.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain GCIC/NCIC certification.