

**Lincoln County
Position Description**

Position Title: 911 Telecommunication Officer **Department:** Sheriff Office
Pay Grade: F **FLSA:** Non-exempt
Revision Date: April 2016 **Reports to:** Communications Supervisor

Purpose of Position

The purpose of this non-sworn position is to perform emergency telecommunication tasks for Lincoln County Sheriff's Department.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Answers administrative and emergency 9-1-1 calls from general public, gathers incident information and dispatches appropriate emergency service units, providing information to Police, Fire, EMS, and other emergency personnel. Prioritizes calls based on urgency. Maintains telephone contacts with callers during dangerous situations.
- Tracks status of County Deputies, police and other emergency personnel regarding availability and location. Monitors Deputies work schedule.
- Provides information to Deputies and police regarding outstanding warrants, suspect/subject data, Department of Transportation driver and vehicle information from computer databases during traffic stops and complaint investigations.
- Monitors radio and teletype traffic. Informs or confirms relevant information with Deputies.
- Responds to direct-line building and fire alarms. Notifies appropriate agency or agent.
- Answers calls from deaf persons using a telephonic device for the deaf.
- Monitors NOAA weather services. Activates warning sirens and issues warnings to emergency personnel.
- Tests emergency personnel radio and paging system.
- Maintains knowledge of emergency communications devices, rules, procedures, ordinances, and laws.
- Performs other tasks as assigned.

Minimum Training and Experience Required to Perform Essential Job Functions:

High school diploma or equivalent; vocational training in law enforcement and/or computer use with one year emergency communication preferred experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

- The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk; and hear. Some bending, twisting, and squatting, and occasional climbing may be required while performing the duties of this job. The employee must occasionally lift, carry, and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Some driving may be is required.
- Ability to hear, speak, write and understand written, verbal and audio/visual media in English;
- Ability to sit for long periods of time and work in an enclosed area.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard us. Must pass drug testing and will be subject to psychological testing and a physical exam.
- Must have a valid Wisconsin Driver's license, proof of auto liability insurance, a vehicle, and a good driving record.
- Ability to ambulate between offices and other facilities.

Computer, Office and Other Equipment Skills

- Ability to operate a variety of office equipment including personal computer, computer keyboard, TTY terminal, TDD, typewriter, emergency communication equipment, digital telephone, fax machine, calculator, copy machine, internet, specific software applications, etc.

Mathematical Ability

- Ability to calculate percentages, fractions, decimals, volumes, ratios; and ability to interpret basic descriptive statistical reports.

Language Ability, Interpersonal Communication Skills, and Other Knowledge and Skills

- Excellent communications skills including the ability to write and understand written, verbal and audio/visual media in English.
- Ability to think and react quickly demonstrating sound decisions and judgments.
- Ability to mentally retain information on a short and long term basis.
- Ability to comprehend and interpret a variety of advisory data and information such as, communication equipment operating manuals, Public Safety Dispatch Manual, emergency services reference manuals, computer operating manual, maps and directories, procedures and guidelines.
- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards. Ability to compare, count, differentiate, measure and/or sort data, as well as assemble, copy and record and transcribe data and information. Ability to classify, compute and tabulate data.
- Ability to persuade and convince others. Ability to advise and interpret how to apply policies, procedures and standards to specific situations.

- Ability to communicate effectively with Department personnel, 911 callers, firefighters, police, and emergency medical personnel.
- Ability to complete duty logs, radio log and telephone journal.

Reasoning Ability

- Ability to exercise the judgment, decisiveness and creativity required in emergency and critical situations involving the evaluation of information against sensory and/or judgmental criteria, as opposed to criteria which are clearly measurable.
- Ability to apply common sense understanding to carry out instructions in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Environmental Adaptability

- Ability to work effectively in an office environment.
- Must be able to meet required deadlines, which may be stressful.
- Must have ability to interact positively with other staff, county and State department personnel and the general public.
- Ability to work under generally safe and comfortable conditions.
- Ability to work under stressful situations, be multi-tasked and self motivated and have the ability to work independently of others.

Additional Requirements

- U.S. Citizenship; 18 years of age.
- No Felony convictions.
- Courteous, professional public service attitude
- Willingness to work nights, evenings, weekends, holidays, and overtime as shift rotations dictate.

Lincoln County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date