

Ravalli County Sheriff's Office
205 Bedford Street, Suite G
Hamilton, MT 59840



Stephen Holton, Sheriff

Travis McElderry, Undersheriff

**RAVALLI COUNTY SHERIFF'S OFFICE
JOB DESCRIPTION**

POSITION: Communications Specialist

ACCOUNTABLE TO:

The following chain of command: Communications Lieutenant, Undersheriff, and Sheriff

SUMMARY OF WORK:

Responds to incoming emergency and non-emergency telephone calls and text to obtain and disseminate accurate information in an efficient and professional manner to Law Enforcement, Fire, Ambulance or other Emergency Services; dispatches first responders to scenes; maintains proper logs and paperwork; assists the public by providing a variety of information and direction; performs a variety of dispatch support duties; endorses a team environment.

SUPERVISION RECEIVED:

Supervision from Communications Lieutenant

ESSENTIAL DUTIES AND JOB ACCOUNTABILITY:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address office needs and changing office practices.

Responds to incoming telephone and text emergency/non-emergency incidents in an accurate, efficient, and professional manner; prioritizes calls and dispatches appropriate first responder units by radio, page, or telephone; provides emergency medical dispatch instructions over the phone for medical incidents.

Fields requests for emergency services and quickly obtains as much accurate information from the caller as possible; takes appropriate action to assure successful completion of the requested or required service.

Assists the public by providing a variety of information. Operates telephone system, radio system and computer aided dispatch systems.

Scans, updates, and modifies a variety of court orders, warrants, reports and other official paperwork within several computer programs and data bases; warrant validations.

Operates computers, related computer equipment and related data base to input and retrieve data; review, post and purge files and records for processing according to policy and procedure.

Obtains and disseminates confidential law enforcement/criminal records for authorized deputies, officers, court officials, and agencies.

Provides appropriate referrals and assistance to the public and other agencies; accumulates and distributes records and reports in accordance with 911 Center policy.

Performs other related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Must have the ability to actively listen to others for an understanding of their needs and situations; ability to speak English with sufficient clarity to be understood on the telephone, radio or in person. Must be able to communicate information professionally and precisely. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and relay information using proper grammar.

Must be able to perform multiple tasks simultaneously; be able to do several things accurately at one time and remain focused under stressful conditions. Must have the ability to adjust to new or unique situations.

Must have the ability to make positive, constructive behavioral choices while working in difficult or adverse situations. Must have the ability to accept professional criticism and/or discipline while accepting responsibility for individual work actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with co-workers and first responders.

Must have the ability to hear and understand sound sources coming through a communications headset and/or radio speaker. The ability to hear and understand other outside sound sources while wearing a communications headset; the ability to hear other sound sources not coming through the headset. Ability to hear with both ears.

Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps. Must be able to distinguish between colors on color-coded computer screens. Must have the ability to type accurately on a computer keyboard while dispatching responders and notifying other responders as necessary. Must have the ability to records names and numbers accurately without transposing numbers and/or letters.

Knowledge & Ability to:

- Law Enforcement, Fire, EMS dispatch operations and procedures.
- Relay Emergency Medical Dispatch instruction within policy and procedure.
- Operation of computer aided dispatch system and telephone recording system.
- Operation of telephone console, radio console and other standard communications equipment.

- Use of ANI/ALI displays and information.
- Use of local, state, and national computer systems and functions.
- Knowledge of geographical area of Ravalli County.
- Application of RCSO policies, procedures and performance standards.
- Oral and written communication skills.
- Proper telephone and customer service techniques and etiquette.
- Correct use of grammar, spelling, and punctuation.
- Calmly and accurately evaluation of incoming emergency or non-emergency calls and take the appropriate actions within policy and procedure.
- Identify civil/criminal liability issues pertaining to 911 operators and NCIC record entry.
- Prioritize emergency or non-emergency calls and dispatch these calls to the appropriate units.
- Perform calmly during highly stressful emergency situations.
- Type at least 40 words per minute.
- Pass a hearing test.
- Work on rotating shifts as assigned, including weekends, nightshift and holidays.
- Establish and maintain cooperative and effective working relationships with team members, the public, and agency partners.
- Work in a team atmosphere in accordance to established team rules.

MINIMUM EDUCATION AND EXPERIENCE GUIDELINES: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Experience:

Performing the above knowledge, abilities, and essential duties are acquired through a combination of education, training, and experience. Must be a least 18 years of age; must have a High School diploma or equivalency; pass a hearing test; pass oral interview and background investigation; demonstrate proficiency of keyboarding 40 wpm; knowledge and practical application of the function of the personal computer; familiar with computer software programs and applications; functional understanding and previous exposure to modern office equipment and machines; successful completion of psychological examination as determined by the Sheriff; ability to read write and fully comprehend the English language. Maintains acceptable communications performance standards in accordance with established evaluation standards.

License or Certificates:

Possession of a valid Montana Driver's License.
 Maintain current CJIN/NCIC certification (as condition of employment).
 Maintain EMD and First Aid/CPR certification.
 Complete and pass the Public Safety Communicator Basic MLEA course within one year of employment.

ESSENTIAL PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 the essential job functions.

Environment: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment can be loud due to multiple phone calls, radio traffic and alarms; may be required to travel outside the County to attend meetings or training; work in a modified office setting with artificial light, using a desk, chair, and computer; works in a modified office environment under normal conditions; works extended periods of time with computers and several computer monitors.

Physical: Primary functions require sufficient physical ability to stand and sit for ten to fourteen hours at a time; occasionally stoop, bend, kneel, crouch, reach, and twist; regularly push, pull, lift, and/or carry light to heavy weight; operate office equipment including use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information; ability to operate a vehicle to travel to various locations.

I understand that this job description is the minimum requirements expected of me. I also understand that this job description can at any time be changed or altered at the discretion of the Sheriff, Undersheriff, and Communications Lieutenant.

Communications Specialist _____

Communications Lieutenant _____