

**SALINE COUNTY LAW ENFORCEMENT CENTER**  
**Job Description**

**Job Title:**               **Communications Operator**

**Description:**       This position has three key functions to perform for the Saline County Sheriff's Office. The first function is to act as the liaison between county citizens and law enforcement, fire and rescue personnel. When requested, the operator is to provide county citizens with law enforcement, fire or rescue assistance and generalized information concerning emergency and non-emergency situations. The second function of the operator is to provide specific information to law enforcement, fire and rescue agencies concerning geographical locations, safety conditions and unit status. When requested, the operator is to provide law enforcement, fire and rescue agencies with addresses, intersection grids, arrest records and any other information available from E-911 and teletype sources. The third function is to monitor various information sources such as communications channels for law enforcement agencies, teletype traffic and bank/business/school alarm systems.

**Job Duties and Responsibilities:**

1. Answer telephone calls from county citizens for:
  - A. Law enforcement, fire or rescue assistance (non-emergency).
  - B. Law enforcement, fire or rescue assistance (E-911).
  
2. Provide county citizens with information concerning:
  - A. Estimated times of arrivals.
  - B. Emergency medical information.
  - C. Other generalized information.
  
3. Answer radio calls for service and information from:
  - A. Law enforcement agencies within the county.
  - B. Fire and rescue agencies within the county.
  
4. Provide law enforcement, fire, and rescue agencies with information concerning:
  - A. Names, addresses and personal data.
  - B. Geographical location and intersection grids.
  - C. Arrest and warrant information.
  
5. Dispatch necessary law enforcement, fire and rescue agencies for:
  - A. Emergency and non-emergency calls for service.
  - B. Alert other agencies concerning calls for service.
  
6. Monitor and respond to communications traffic including:
  - A. State, county and local law enforcement channels.

- B. Teletype information requests.
  - C. Weather channels.
7. Provide requesting approved agencies with information including:
- A. Registrations, warrants and stolen property.
  - B. Criminal histories, personal data and descriptions.
  - C. Street locations and directions.
  - D. Unit locations and status.

**Job Requirements:**

1. Ability to apply basic principles and techniques of communication dispatching to include:
  - A. Knowledge of the E-911 and computer systems – CAD/RMS
  - B. Ability to operate radio and teletype equipment.
  - C. Ability to perform multi-tasks simultaneously.
2. Ability to follow direction, both written and oral.
3. Knowledge of current sheriff's office procedures and applications.
4. Ability to work efficiently and effectively during stressful situations.
5. Ability to work flexible hours and over-time with little to no advanced notice.
6. Complete communications training for teletype operation,
7. Ability to distinguish priorities of emergency calls for service.
8. Ability to pass NCIC/NCIS certification.
9. Ability to complete Emergency Medical Dispatch Training.
10. Ability to complete and pass annual trainings.
11. Ability to keep current on CPD & first aid.

**Competency:**

To perform the job successfully an individual should demonstrate the following competencies:

- Ability and Willingness - To learn and assume responsibility and work non-traditional shifts to include evenings, nights, weekends and holidays.
- Problem solving – Identifies and resolves problems in a timely manner. Develops alternative solutions.
- Customer Service – Responds promptly to customer needs.
- Interpersonal Skills – Maintains confidentiality; Remains open to others' ideas

and tries new things. Ability to establish and maintain effective working relationships with subordinates, associates and the public.

- Oral Communication – Listens and gets clarification; Participates in meetings.
- Written Communication – Ability to read and interpret written information.
- Teamwork – Gives and welcomes feedback; Supports everyone's efforts to succeed.
- Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.
- Planning/Organizing – Uses time efficiently and performs duties with minimal supervision.
- Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance;
- Monitors own work to ensure quality.
- Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability – Adapts to changes in the work environment; Ability to deal with frequent change, delays or unexpected events.
- Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointment on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Undertakes self-development activities; Asks for and offers help when needed.

- Innovation – Generates suggestions for improving work.

**Qualifications:** 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.

**Education and/or Experience:** Individuals must be a U.S. citizen of at least 18 years of age and possess a high school diploma or general education degree (GED). Experience in communications is not required but an individual must be able to pass basic training within the first year of employment.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and/or employees.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:** Must have above average ability to use computers and computer aided technology (software/hardware/peripheral item). Ability to retrieve and enter all types of data, maintain records, create statistical reports and forms as necessary. Experience in MS Office programs and QuickBooks.

**Certificates, Licenses, Registrations:** A valid Nebraska driver's license.

**Other Skills and Abilities:** Knowledge and understanding of current policies and procedures applicable to the sheriff's office and the correctional facility.

**Physical Demands:** The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to stand; walk and sit for extended periods of time. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision,

distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.