

POSITION DESCRIPTION	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES PERSONNEL DIVISION	AGENCY	Ottawa County
		DIVISION	Sheriff's Office

State Agency County Agency New Position Change

COUNTY OF EMPLOYMENT Ottawa

USUAL WORKING TITLE OF POSITION
COMMUNICATIONS DEPUTY

POSITION NUMBER AND TITLE OF IMMEDIATE SUPERVISOR
COMMUNICATIONS SERGEANT

NORMAL WORKING HOURS (EXPLAIN): Normally 40 hours per week - subject to overtime

JOB DESCRIPTION AND WORKER CHARACTERISTICS

FUNCTION:

Under general supervision, is responsible for the operations of telephone equipment and two way radios to dispatch personnel and equipment for law enforcement, fire, rescue, security and transportation as well as various other agencies; assists in processing and overseeing paging and telephone messages; receives and records telephone calls; operates county in-house computer system, 9-1-1-emergency system and performs other duties as required.

JOB DUTIES: (The duties listed below are intended to illustrate work function presumed by this classification and are not limited to only what is listed below)

- Receives incoming calls
- Connects incoming callers with desired party; answers routine questions or complaints or refers callers to proper personnel; assists staff in placing calls
- Dispatches patrol officers and equipment when complaints are received-according to priority, availability and location.
- Communicates information to other law enforcement agencies as necessary; maintains network and cooperates in emergency situations.
- Initiates and types headings and required information for individual complaint reports, maintains accurate log of all calls received and transmitted, maintains traffic and incident numbering systems.
- Operates and maintains computer systems, including but not limited to 9-1-1, In house County system, LEADS, Weather system, county based PC's etc.
- Enters and cancels entries in all systems above as need and in a timely fashion.
- Performs clerical and receptionist type duties as required. Will be required to perform routine office tasks such as typing, scheduling appointments, maintaining records and files, operating copy and fax machines, etc.
- Determines the need for equipment repair and reports same to appropriate person(s).
- Monitors alarms and security systems.
- May work irregular or expanded hours as needed.
- Attends staff meeting and training sessions as directed or required.
- Performs other related duties as directed or required.

MAJOR WORK CHARACTERISTICS-NECESSARY SKILLS:

Knowledge of communications etiquette and techniques, knowledge of public and human relations; knowledge of office practices and procedures; knowledge of radio and telephone equipment; knowledge of county and area wide geography; some knowledge of law enforcement technology; ability to deal effectively with different types of people; ability to communicate clearly and effectively; ability to handle sensitive and confidential information and phone contacts; ability to demonstrate common sense and patience; ability to work in stressful and emergency situations; ability to carry out verbal and written instructions; ability to accurately maintain records and fill in required forms; ability to maintain and develop effective working relationships with supervisors, coworkers, inmates, associates and the general public. Skill in oral and written communications; skill in the operation of telephone and radio equipment; skill in accurate typing and accurate data entry skills with exceptional attention for details-typing a minimum of 40-60 WPM.

QUALIFICATIONS DESIRABLE FOR EMPLOYMENT:

Any combination of training and experience which indicates possession of the skills, knowledge and abilities listed above.
High School diploma or equivalent GED and six months experience in similar or related field.
Valid State of Ohio Drivers license with available transportation.

NORMAL WORKING HOURS (EXPLAIN): Normally 40 hours per week - subject to overtime

JOB DESCRIPTION AND WORKER CHARACTERISTICS

UNUSUAL WORKING CONDITIONS:

May be required to work overtime or irregular hours. This MAY include a "floating" schedule-subject to schedule changes on short notice. May deal with difficult persons both via telephone and in person.

RATE OF PAY:

per hour by Union Contract