



# ANDERSON COUNTY SHERIFF'S OFFICE UNIFIED COMMUNICATIONS CENTER JOB CLASSIFICATION SPECIFICATION



## CLASSIFICATION TITLE: COMMUNICATIONS OPERATOR

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for dispatch or transfer calls appropriately, and to perform administrative support tasks as required.

### SUPERVISION RECEIVED

Works under direct supervision of a Communications Shift Supervisor, Assistant Supervisor, Communications Assistant Director and/or Communications Director.

### SUPERVISION EXERCISED

None

### ESSENTIAL FUNCTIONS

**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.**

Regular attendance is essential and necessary to perform the essential duties and responsibilities required.

Ability to deal with high call volume, as well as mental stress situations concerning life and death.

Performs multiple tasks simultaneously; while coordinating data received by data input while utilizing 3 separate keyboards and mouse functions, as well as monitoring multiple computer monitors, takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Answers multiple telephone lines; assesses incoming 911 and non-emergency calls; enters emergency data into computer for dispatch or transfers/connects calls to appropriate department, extension / service, or agency.

Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives; makes welfare checks on 911 hang-ups.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels; notifies others, such as ambulances, wreckers, and utilities, when services are requested/required.

Contacts various other departments to resolve problems such as street lights being out, downed street signs, roadway debris, and power outages.

Monitors multiple radio frequencies often while answering/handling phone calls or other radio frequencies and responding to in-person requests for services or records; monitors alarm systems at specific locations. Monitoring all activity and surroundings in the Communication Center.



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Maintains officers', fire, EMS, and other responding units' activities status at all times to ensure safety of personnel involved including those working accidents, fires, hazardous incidents and breaks.

Enters/retrieves a variety of data into/from SLED/NCIC and/or in-house computer; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually and/or on entry cards when computer is out of service; reboots system from updates.

Performs computer background checks on criminals; peruses records for stolen reports; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides various information from computer database as requested by officers.

Operates facsimile machine; sends, acknowledges, and logs faxes; issues case numbers; performs pager, phone, and/or radio knock out tests as required.

Provides the general public with directions and referrals, answers to citizen complaints and concerns, and any other information requested regarding the community or situation.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Maintains assorted logs detailing daily activity including wrecker service, warrants, dispatching, message, NCIC entries/retrievals of information, facsimiles and teletypes, and administrative.

Performs administrative support duties such as replenishing various forms, changing computer paper, disseminating information to various departments, and pulling entry cards for validation. Depending on experience and willingness; ability to assist in training new hires as needed.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

Completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of this position; maintains files and administrative records. Files all records as needed.

Cooperates with federal, state, and local law enforcement agencies and their officers or representatives when activities are related to investigations within county and municipal jurisdictions.

### **ADDITIONAL FUNCTIONS**

Performs clerical support tasks which may include shredding confidential material, locating telephone numbers and addresses, researching/contacting business/residence call-outs as necessary, and maintaining key box control.

Takes and relays messages to officers, other divisions, or local agencies; places calls for officers and supervisors.

Substitutes for co-workers during temporary absence of same; may assist with training new dispatchers.



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May be required to regularly work on various shifts, weekends, and/or holidays as deemed necessary.

Performs other related duties as required.

### MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in telecommunications preferred; supplemented by little or no previous experience or training; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Must be a US Citizen

Must have a valid Driver's License with no history of suspension

Must pass a background investigation.

Must pass a drug screen.

### SPECIAL REQUIREMENTS

Required to obtain SC Basic Telecommunications through the SC Criminal Justice Academy, NCIC certification(s) within 6 months of hire date and maintain valid certification(s) thereafter.

Required to obtain and maintain Emergency Medical Dispatch, Cardiopulmonary Resuscitation (CPR), and First Aid certifications.

Required to attend all mandatory training and obtain all certifications specified through the training program.

### PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to interact with others – at times co workers and supervisors may have different views and personalities. Ability to work side by side, continue to be professional and be supervised and trained by some that your opinions may differ. This interaction at times will be face to face or over radio or telephone with callers and responders.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.



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**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

**Map Reading Skill:** Must be able to read a map or learn to read a map.

### ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-25 pounds).

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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Sensory Requirements:** Tasks require the ability to perceive and discriminate sounds both spoken and non-spoken, visual cues or signals and majority of tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this 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 quiet or moderate depending on call volume.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Anderson County Unified Communications Center 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 and current employees to discuss potential accommodations with the employer.