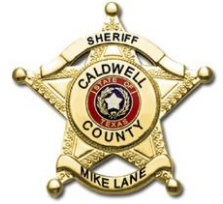




MIKE LANE, SHERIFF

1204 Reed Drive, Lockhart, Texas 78644
Phone No. 512-398-6777 | Fax No. 512-376-4376



Communication Operator Salary: \$48,602.77

SUMMARY

Under direct supervision, assists the general public and residents of Caldwell County in a request; and serve as a communication link between the requestor and the service providers.

SUPERVISION RECEIVED

Works under the general supervision of the Caldwell County Sheriff, Chief Deputy, Patrol Captain and communications Supervisor.

SUPERVISION EXERCISED

Generally none.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

- Knowledge of the operation of the dispatching console.
- Knowledge of the principles and practices of emergency dispatching.
- Knowledge of applicable federal, state, and local laws, ordinances, statutes, regulations, rules, policies, and procedures.
- Knowledge of the structure and operation of other agencies in the local area.
- Knowledge of human psychology in an emergency situation.
- Skill in interacting with people in stressful and/or emergency situations.
- Skill in maintaining calm during emergencies.
- Skill in interacting with several people from varying agencies simultaneously.
- Skill in following oral and written instructions.
- Skill in assessing situations and acting in accordance with the level of urgency.

Note: 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 and is assigned by management.

MANDATORY 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.

- Knowledge of the codes used by Caldwell County in its dispatching function.
- Knowledge of the principles and practices of emergency communications.
- Knowledge of the principles and techniques of supervision.
- Knowledge of the surrounding governmental jurisdictions and their dispatching capabilities.
- Knowledge of the principles and practices of program management.
- Skill in operating a communications console.
- Skill in oral communications in both one-on-one and group situations.
- Skill in written communications for administrative and technical purposes.
- Skill in developing and maintaining effective interpersonal relations.
- Skill in analyzing information and drawing valid conclusions.

EDUCATION and/or EXPERIENCE

High School Graduate or G.E.D; Four years of office clerical experience in a law enforcement or emergency services agency and six months of dispatching experience in any environment.

OTHER QUALIFICATIONS, CERTIFICATES, LICENSES & REGISTRATIONS

NCIC/TLIC certification, Telecommunications license within 6 months of employment CPR certification/Emergency Medical dispatch certification within 1 year of employment.

OTHER SKILLS AND ABILITIES

Microsoft office suite (i.e. email, word, excel), and data base programs; prepare clear and concise records, reports, correspondence and other written materials; exercise independent judgment within general policy guidelines; establish and maintain effective working relationships with those contacted in the course of work.

LANGUAGE SKILLS

Read and comprehend simple instructions, short correspondence, and memos; able to write detailed correspondence; effectively present information in one-on-one and small group situations to elected officials, department heads, vendors, and senior managers and supervisors within the County.

MATHEMATICAL SKILLS

Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Apply common sense understanding to carry out detailed but uninvolved written or oral instructions; able to deal with problems involving a few concrete variables in complex situations.

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 incumbent is regularly required to sit or stand in close proximity to the dispatching console; and is not allowed to leave the console without first obtaining the services of a relief person.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 incumbent regularly works in an office setting.

Acknowledgement

I agree that I am able to satisfactorily perform the essential duties listed above with or without an accommodation. I understand the satisfactory performance of the essential duties in this job description is a condition of my employment. I agree to follow the instructions of my supervisor within the constraints of the law and will perform additional duties to the best of my ability with instructed to do so.

I acknowledge the receipt of the current Caldwell County General Orders Disk, with outlines my privileges and obligation as an employee. I acknowledge that the provisions of the personal policy are terms and conditions of my employment and I agree to abide by them. I accept responsibility for ready and familiarizing myself with the information on the manual. It is understood that any changes to this policy will be communicated to me in writing. I agree to return the manual to my supervisor if I leave the employment of Caldwell County

I further understand that my employment is terminable at will so that both Caldwell County and its employees remain free to choose to end the employment relationship at any time for any reason or no reason.

I fully understand that I may be granted compensation time in lieu of payment of overtime to the extent provided by law. I also understand that my supervisor can instruct me to take compensation time.

Employee Signature

Date

List any and all accommodations that are needed to satisfactorily perform the essential functions of this position: