

# MOWER COUNTY CLASS SPECIFICATION

## CLASS TITLE: Communications Clerk

<b>BAND:</b>	<b>GRADE:</b> 7	<b>SUBGRADE:</b>
<b>DEPARTMENT:</b> Sheriff	<b>ACCOUNTABLE TO:</b> Communications Supervisor	<b>FLSA STATUS:</b> Non-Exempt
<b>CLASS SUMMARY:</b> Incumbents assigned to this classification are responsible for dispatching law enforcement, 911 and emergency vehicles and personnel (law enforcement, ambulance, fire, emergency management, first responders) within the County. Duties include: monitoring radio traffic of emergency personnel; dispatching of 911 calls and law enforcement personnel; provides information and assistance to callers in accordance with department guidelines and dispatch procedures and routines; updates logs of dispatched calls, records, incidents and actions; conducts license checks, criminal history checks, missing person or stolen property checks; assists in maintaining department files, records, reports and provides clerical support within the department.		
<b>DISTINGUISHING CHARACTERISTICS:</b> This classification represents the first of a two level law enforcement communication series. This classification performs the full range of dispatch functions within the communications section of the Sheriff's Department. This class differs from that of Communications Supervisor in that the later classification is charged with overseeing and supervising all communication operations.		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Monitors radio traffic of all outside law enforcement personnel, ambulance personnel, first responders, fire personnel or emergency management personnel. Provides requested information and provides any requested back-up or support.	Daily 10%
2.	Answers and dispatches officers for all 911 calls or answers departmental phones. Directs calls to the proper persons, determines the need to dispatch officers, follow department procedures in providing pre-arrival instructions to callers.	Daily 25%

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3.	Updates and maintains a log of all calls given to officers. Decides what car to dispatch given the sector. Records and documents all events in high-speed situations.	Daily 10%
4.	<p>Completes and performs criminal background checks, license checks, or stolen property or missing persons by retrieving criminal history data from Federal and state sources, interpreting information and distributing information in accurate and timely manner. Assists in the maintenance and updating of department files and records:</p> <ul style="list-style-type: none"> <li>• Enters all stolen property and missing persons</li> <li>• Enters all warrants</li> <li>• Complete fingerprint cards with inmate information and mail to BCA</li> <li>• Processes warrants</li> <li>• Inputs prisoner records and maintains files</li> </ul>	Daily 20%
5.	Types all officer memos, reports, citations, reports and incident reports generated by dispatch and traffic stops. Types follow ups and types transcriptions of interviews for detectives.	Monthly 20%
6.	Activates civil defense warnings (sirens) in the event of severe weather. Pages all small communities, emergency management supervisors to notify of situation.	Varies 5%
7.	Dispatches all officers, emergency vehicles and ambulances for nine jurisdictions in the County.	Daily 10%
8.	Performs other duties of a similar nature or level.	As Required

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**Knowledge** (position requirements at entry):

Knowledge of:

- Federal and state data privacy regulations after on-the-job training;
- County geography and roads;
- Basic first aid after on-the-job training;
- General office practices and procedures;
- General computer operations and office equipment;
- Office management practices.

**Skills** (position requirements at entry):

Skill in:

- The operation and use of departmental computer equipment and applications;
- Keyboarding and proficiency in typing;
- Map reading;
- Operating dispatch equipment upon on-the-job training and certification;
- Dispatch and communication techniques and procedures;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

Up to one year of specialized or technical training beyond high school in business management, computers, clerical skills or communication; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements at entry):

- None. Completion of Terminal Operator's Certification is required within six months of hire.

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**Physical Requirements:**

Positions in this class typically require: reaching, fingering, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to intense noise.

**Light Work:** Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC

Date: 12/1998

Revised by BCC 12/99 and 6/04