



## **BUFFALO COUNTY SHERIFF'S OFFICE STANDARD OPERATING PROCEDURES**

### **I. JOB TITLE: COMMUNICATIONS OFFICER**

### **II. CHARACTERISTICS OF THE JOB**

1. Under general supervision, a Communications Officer is responsible for operation of a multiple frequency emergency radio system, receives requests for emergency service response via the enhanced 911 phone system, dispatches emergency equipment and personnel from law enforcement, fire and emergency medical agencies within Buffalo County, operates a teletype system terminal with the Nebraska and national law enforcement teletype networks. Maintains accurate records of communications activities as required, and conducts equipment tests as required. Uses on a daily basis a computer to record and log information.

### **III. JOB ESSENTIAL FUNCTIONS**

1. Ability to type at 30 words per minute.
2. The ability to learn and retain considerable knowledge of street/highway names and/or numbers and rural landmarks and other prominent locations within the county and rural areas as reference points in giving directions.
3. The ability to think and act calmly in emergency situations and to obtain accurate and complete information from callers who may be under considerable stress, panicky, or incoherent due to emergency conditions.
4. The ability to speak clearly and concisely in a well-modulated voice, good dictation, and be able to follow complex oral and written instructions and procedures.
5. The ability to work under stressful conditions for extended periods of time.
6. Effectively communicate with people; including juveniles.
7. The ability to run computers and learn multiple computer operating systems.
8. Be able to sort, stack, and file papers and documents.
9. Be able to hear voice conversations and communicate over the telephone.

10. The ability to speak on the telephone so as to be easily understood.
11. Must be able to maintain the confidentiality of the information he/she is exposed to while performing his/her duties.
12. Must be able to operate a variety of electronic equipment.
13. Must be able to control his/her emotions and biases while fulfilling his/her duties.
14. Must be able to deal with people who are upset and angry, and from diverse cultural, socio-economic, ethnic, racial, and sexual backgrounds.
15. Must be able to work in a close proximity work environment with other workers.
16. Must be able to work a variety of shifts, which will include nights, afternoons, and days; including, weekends and holidays.

#### IV. EXAMPLES OF DUTIES

1. Receives calls via the emergency enhanced 911 phone system and non-emergency law enforcement telephone system.
2. Screens and refers calls to the proper city, county, state agencies.
3. Obtains information from callers regarding emergency services requests including fires, medical emergencies, and law enforcement related emergencies.
4. Dispatches appropriate emergency services equipment and personnel within Buffalo County and the communities located within Buffalo County.
5. Maintains records regarding the time, location, and nature of each dispatched call.
6. Maintains the status of all working units as to their in and out of service times.
7. Maintains the status of officers and their welfare through proper communications.
8. Maintains the station logging equipment insuring that all telephone calls and all radio calls are recorded.
9. Operates teletype terminals within the Nebraska and national law enforcement network including the NCIC/NCIS networks.
10. Maintains records of all teletype transactions and insures that NCIC/NCIS protocol is adhered to at all times regarding the security of terminal equipment, records, and dissemination of information.

#### V. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Know the philosophy of the Buffalo County Sheriff's Office.
2. Know the objectives of the Buffalo County Sheriff's Office.
3. Have complete knowledge of the policies and procedures governing the Buffalo County Sheriff's Office.
4. Continue education to maintain an up-to-date knowledge of current trends and developments in law enforcement records.
5. Maintain proper communication with all personnel and in doing so, insure that a working relationship is maintained at all times.
6. Maintain two-way communication with other departments.
7. Foster good public relations within the community.
8. Will have a thorough knowledge of federal, state, county, and city resolutions.
9. Maintains proper communications with all other judicial system departments.
10. Must complete all training required as prescribed by State Statute and department guidelines.

#### VI. QUALIFICATIONS

1. Age of 21 years or older.
2. High school graduate or GED.
3. No felony or serious misdemeanor convictions.

#### VII. SPECIAL REQUIREMENTS

1. Must be of good moral character.
2. Must take and pass a drug screen.
3. Must be able to read write and understand the English language.
4. Must successfully pass the Telecommunicator course at the Nebraska Law Enforcement Training Center.
5. Must become certified by the Nebraska State Patrol to operate teletype equipment in conjunction with the NCIC/NCIS teletype network within the first year of employment.