

# Leon County Sheriffs Office

## Job Description - Listing

### POSITION: **Communications Officer**

| ID          | Statement  | Performance Standard  |
|-------------|--|---|
| <b>TASK</b> |  |   |
| ALL1000     | Complete assignment as directed                      | The employee will successfully complete all assignments to specifications as directed and within the specified time frame and budget in accordance with agency policies.                  |
| CM1504      | Process wrecker requests and maintain wrecker files. | The communications officer will receive and correctly process all wrecker requests and accurately maintain the wrecker files in accordance with   |
| CM1508      | Generate communications reports.                     | The communications officer generates accurate reports with all required attachments by the end of shift or sooner in accordance with agency policies.                                     |
| CM1509      | Utilize resources.                                   | The communications officer locates appropriate resource materials within a reasonable amount of time and provide inquiring person correct information in accordance with agency policies. |
| CM1510      | Track and Monitor Deputies.                          | The communications officer will accurately track, monitor, and document all deputies activities during their tour of duty in accordance with agency                                       |
| CM1511      | Route calls to the proper                            | The communications officer will promptly route calls to the proper authority in accordance with agency  |
| CM1512      | Respond and request assistance from another agency.  | The communications officer promptly request and/or responds to another agency for assistance in accordance with agency policy.  |
| CM1513      | Receive and enter complaints into CAD system.        | The communication officer correctly completes CAD system entry for service calls in accordance with agency policies.  |
| CM1514      | Process request for House Checks Extra Protection.   | The communications officer will receive requests for extra protection and accurately complete EP forms by end of the shift in accordance with agency                                      |
| CM1515      | Prioritize calls.                                    | The communications officer will correctly discriminate between emergency / non-emergency calls and effectively prioritize calls for service according to agency policy.                   |

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| CM1516    | Operate telephone consoles.                             | The communications officer answers the telephone in a courteous and professional manner, determines the nature of the call, and transfers the call to the appropriate personnel in accordance with agency policies.                 |
| CM1517    | Operate NCIC / FCIC Computer.                           | The communications officer correctly operates NCIC / FCIC computer to standards mandated by state authorities, receiving and returning accurate information to authorized personnel in accordance with agency policies.             |
| CM1518    | Operate Local CJIS Terminal.                            | The employee correctly operates CJIS system, retrieving or entering information in a timely manner according to State laws / directives / regulations / procedures and agency policies.   |
| CM1519    | Operate the 911 computer.                               | The communications officer will correctly operate the 911 computer console ensuring that the appropriate agency responds to the caller or the appropriate personnel are dispatched to the scene in accordance with agency policies. |
| CM1520    | Notify Agencies of Robberies and Priority Events.       | The communication officer notifies surrounding agencies of robberies and priority events in a timely manner constant with agency policies with the goal of promoting Officer Safety and enhancing apprehension potential.           |
| CM1521    | Maintain communication logs.                            | The communications officer maintains accurate communications logs in accordance with State regulations and agency policies.   |
| CM1522    | Hit Confirmation.                                       | The communications officer will correctly receive, process, and complete requests for hit confirmation within 10 minutes and according to FCIC / NCIC and agency procedures and policy.   |
| CM1523    | Greet Public and monitor facility security after hours. | The communications officer monitors the front lobby between the hours of 1700 and 0800 and offers assistance to all visitors, referring them to the appropriate person or agency in accordance with agency policies.                |
| CM1524    | Dispatch Deputies for service.                          | The communications officer correctly and promptly dispatches appropriate officer on call for service based on priority, location, and availability in accordance with agency policies.  |
| SP7011    | Inform superiors of events and activities in progress.  | Precise and accurate information addressing events or critical issues is accumulated and disseminated to higher authority without delay.  |

**POLICY**

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|-----------|---------------------------------|---|
| PL1       | Accepts supervision and         | The employee/volunteer responds to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with agency policies.                     |
| PL2       | Grooming and dress              | The employee/volunteer is appropriately groomed and attired so as to present a professional image in accordance with the agency mission, goals, and                             |
| PL3       | Observes work hours             | The employee is at work on time and works the shift until the shift is over.  |
| PL4       | Contact with public             | The employee/volunteer demonstrates a polite, helpful, courteous, and professional image when engaged in any activity with the public.  |
| PL5       | Operation and care of equipment | The employee/volunteer properly operates and cares for equipment to manufacturers specifications and/or within the specified parameters and in accordance with agency policies. |

**PROFICIENCY**

|      |   |   |
|------|---|---|
| PR13 | Multi-tasking   | The employee is able to simultaneously perform multiple communications tasks to standard under both stressful and nonstressful conditions.  |
| PR14 | CAD / FCIC / NCIC / CJIS / 911 Equipment operating skills | The employee correctly and efficiently operates communications and criminal information related equipment / computers in accordance with agency policies and state regulations if applicable.   |
| PR17 | Information systems entry / retrieval skills              | The employee is able to accurately enter and / or retrieve information from various computer systems, including CJIS/NCIC/FCIC (if applicable) , in a timely manner.  |
| PR20 | Time management skills                                    | The employee efficiently organizes, prioritizes, schedules, and manages daily work activities, tasks, and special assignments.  |
| PR23 | Inter-personal skills                                     | The employee/volunteer demonstrates congenial, respectful, and productive behaviors and attitudes towards others in working relationships and   |
| PR29 | General communications skills                             | The employee/volunteer has the ability to express ideas and effectively communicate information to citizens and colleagues as well as the ability to process verbal information, physical cues, and body language in order to effectively listen to |
| PR3  | Radio communications                                      | The employee utilizes the 2-way radio for official communications only, communicating in a clear, concise, and intelligible manner under all conditions and at all times.   |

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| PR31      | Problem solving                        | The employee has the ability to look beyond surface issues to identify and analyze problems and develop effective responses and solutions to resolve such problems.                                 |
| PR39      | Knowledge of procedural/policy manuals | The employee has the ability to read, interpret, and follow procedural and policy manuals related to the job performed by the incumbent and demonstrate this knowledge via oral or written testing. |
| PR4       | Verbal communications                  | The employee/volunteer conveys verbal information / instructions / directives / commands in a clear, concise, and intelligible manner.  |
| PR42      | Team building skills                   | The employee demonstrates a conscientious effort in achieving and contributing to organizational goals as compared with individual goals.   |
| PR5       | Written communications                 | Written communications are accurate, concise, legible, and timely.  |
| PR63      | Knowledge of offense codes             | The employee correctly identifies offense codes for data entry / retrieval / dissemination.   |
| PR9       | Knowledge of geographical jurisdiction | The employee is able to correctly locate or provide accurate directions in a timely manner to any location within the agency jurisdiction.  |

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**ID**

**Statement**

**Performance Standard**

Notes, Comments, or Additional Performance Measures to be added:

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SUBJECT MATTER EXPERT APPROVAL

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