



County of Bland, Virginia

Job Description

JOB TITLE: Communications Operator

FLSA STATUS: Non-Exempt

DEPARTMENT: Sheriff

SUMMARY OF JOB PURPOSE

Under direct supervision of the 911 Coordinator, the Communication Operator expedites the handling of incoming calls and serves as the “lifeline” for the officers involved. The operator should be able to have careful thought and good judgement in all situations.

JOB CONTENT

Operates a base station, repeater sites and mobile or portable units, along with the required antennas, cables and related items; Maintains on-line communications with the Virginia Criminal Information Network(VCIN) and the National Criminal Information Center(NCIC). All radio operations are conducted in accordance with Federal Communications Commission (FCC) as well as state requirements (VCIN & SIRS); Operates radio equipment with multiple channels to receive reports and complaints and to dispatch mobile law enforcement, fire and rescue units; maintain location and status of all mobile units at any given time on computer radio logs; operates multi-line telephone center to receive information, complaints and requests for assistance, transfer callers to the proper extension or agency to handle the call and/or to relay information to the proper mobile units; Maintain a complete and correct computer radio log of all activities; operate one or more computer terminals to send messages and to enter information into local, state and national files; operate 24-hour computer terminals to extract information from databases regarding vehicles, items or persons, criminal histories, etc., as requested by sworn personnel; Handle public and private security alarms and fire alarms; Identify the station and call sign every 30 minutes on hour and half-hour and after long transmissions give the FCC identifier; number all complaints in the CAD system in which a deputy acts unless told otherwise; operators shall enter and clear warrants into the computer as needed; shall maintain the recording machine and change the disc in a timely manner; ability to work rotating shifts; obtain necessary information and completes property check forms for citizens who are planning to be out of town, log this information into the House Check log and distribute to patrol

EDUCATION / KNOWLEDGE / ACCEPTABLE EXPERIENCE

High school graduate with a combination of post high school education and experience in criminal justice or related experience; prior experience that demonstrates the ability to communicate verbally and in writing; experience that assures confidentiality; moderate degrees of computer skills; possess interpersonal skills and past performance history that demonstrates an ability to work as a team player; possess a valid Commonwealth of Virginia Driver’s License.