

## **Communications Officers**

Communication Officers are employed by Sublette County and are under the direction of the Sheriff.

Communications Officers are employees of Sublette County and are employed at the will of the County. Nothing herein is intended or should be construed to give reason to expect continued employment.

### Communications Officer

#### **1. Summary**

Provides dispatch services by analyzing, prioritizing, and processing calls concisely and accurately while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, fire services, and emergency medical services, in accordance with local, state, tribal, or national standards. The Communications Officer may receive calls for service by incoming telephone calls, Computer-Aided Dispatch (CAD) incidents, radio traffic, and other methods or developing technologies.

#### **2. General Responsibilities and Duties**

### Communication Center/Dispatch

- a. Works assigned rotating shifts including holidays and weekends. Subject to change without notice, and subject to call outs.
- b. Communicates effectively and coherently over law enforcement multi-channel radios while initiating and responding to multiple radio communications.
- c. Answer all incoming 911 lines and administrative phone lines for calls for service.
- d. Follows EMD and EFD Policies and Procedures.
- e. Gathers information and prioritizes calls to relay information to field officers or support personnel as appropriate.
- f. Stays aware of location of all officers in the office or out on patrol.
- g. Performs dispatch for the Sheriff's Office, County Animal Control, Search and Rescue, and Emergency Management.
- h. Performs dispatch for Town of Pinedale PMO officers.
- i. Performs dispatch for Fire Department.
- j. Performs dispatch for Ambulance Service in coordination with HIPPA laws.
- k. Performs dispatch for Brand Inspector.
- l. Monitors and performs dispatch for BLM Officer.
- m. Monitors and performs dispatch for WHP.
- n. Monitors all radio frequencies both analog and Digital.
- o. Performs visitor checks by running individuals through the National Crime information Center (NCIC) on all people entering detention facility.

## COMMUNICATION CENTER ADMINISTRATIVE DUTIES/REPORTS

- a. Gathers and compiles information from various computer files to aid in investigations, as requested by law enforcement personnel.
- b. Makes accurate and timely entries and updates stolen or recovered articles, vehicles, guns, and persons into the National Crime Information Computer.
- c. Maintains proper records for criminal history requests, dissemination logs, local arrests, calls for service and radio logs. Maintains documentation for state audit and court cases.
- d. Makes accurate entries into computer system.
- e. Process documents such as Protection Orders and Warrants.
- f. Maintains Dispatch Pass on Log.
- g. Maintains Control Burn log.
- h. Maintains Wrecker log.
- i. Records official audio for use in criminal and internal investigations.
- j. Provide Notary duties at the request of Agency and County Employees.
- k. Notes maintenance needs, and reports problems to immediate supervisor and the County Maintenance staff.
- l. Maintains a neat and orderly Communications Center during shift.
- m. Performs simple equipment maintenance and reports any equipment issues to the appropriate personnel.
- n. Updates communication resources as information comes in.

## SECURITY

- a. Maintains security in the Communications Center by following the Criminal Justice Information Service (CJIS) Security Policy adopted by this agency.
- b. Reports security problems or security risks to supervisor.

## PUBLIC RELATIONS

- a. Comprehension and application of the confidentiality policies and rules regarding the discussions of release of information acquired in the workplace, in public, the media, or others. Such information should include, but is not limited to:
  1. Data systems accessible through local, state, regional, federal, tribal, or international networks,
  2. Information contained in calls for service
  3. Information gained through the 9-1-1 or E9-1-1 system, and/or
  4. Records management systems.
- b. Answers calls within the Agency parameters while projecting a friendly, helpful and professional demeanor.
- c. Professionally relates to Emergency staff and the public to coordinate an expeditious solution to the called in situation.
- d. Oversees tours of the Communication Center.

## SPECIAL ASSIGNMENTS

- a. Testifies at court proceedings when called upon.
- b. Performs all legal orders and duties as specified by the Sheriff or immediate supervisor.

## MISCELLANEOUS BACK UP DUTIES

- a. Assist supervisor in training new Communication Officers.
- b. Provides backup for other Communication Officer.
- c. Assists Records Clerk with answering phones and miscellaneous tasks as requested.
- d. Assists Jail, Patrol, and Investigations in the gathering of evidence or other tasks as requested.
- e. Assists Jail with Matron duties to include, Urine Analysis (UA's) and pat downs.
- f. Assists with Search and Rescue duties.
- g. Assists Emergency Management with miscellaneous tasks as requested.

## DESIRED MINIMUM QUALIFICATIONS

### **3. Education and Experience:**

- a. High School Diploma or GED equivalent.
- b. Valid Wyoming driver's license.
- c. Responsible work experience.
- d. Typing skills.
- e. Prior Communication Officer experience helpful, but not required.
- f. Required to be POST certified within one year of employment and to fulfill the requirements to maintain certification as a Wyoming Public Safety Communications Officer.
- g. Possession of or ability to obtain and maintain Wyoming Law Enforcement Telecommunications Systems Operator Certificate as required by the National Crime Information Center directed by the FBI.
- h. Possession of or ability to obtain and maintain First Aid/CPR Certification.
- i. Possession of or ability to obtain and maintain Emergency Medical Dispatch (EMD) Certification.
- j. Possession of or ability to obtain and maintain Emergency Fire Dispatch (EFD) Certification.

### **4. Necessary Knowledge, Skills, and Abilities:**

#### **Knowledge;**

- a. An awareness of and respect for diverse populations.
- b. Comprehension of jurisdictional boundaries and geography.

- c. Knowledge of legal and geographical boundaries of jurisdiction as applied to law enforcement, fire and ambulance personnel.
- d. The ability to identify and properly utilize Agency resources, and comprehension of their role in;
  - a. Incident Command Systems (ICS)
  - b. National Incident Management Systems (NIMS)
  - c. State or local emergency operation plans.

**Skills;**

- a. Make quick workable decisions, prioritize.
- b. Manage stress
- c. Multi-task
- d. Provide effective customer service
- e. Solve problems
- f. Think critically
- g. Work effectively with others, establishing and maintaining effective working relationships with employees, other agencies, and the public.
- h. Effectively communicate both verbally and in writing, examples may include the ability to:
  - 1. Actively listen,
  - 2. Appropriate use of agency terminology, codes and signals, plain speech/language techniques, and phonetic alphabet and,
  - 3. Clearly enunciate.

**Ability to;**

- a. Create, access, and update incident data in accordance with Agency directives.
- b. Utilize existing communications tools, and/or available technologies to meet operational needs in both normal and back-up modes (i.e., radio intra/interoperability, telephone, and/or electronic relay system patches, local and state resources/networks, mapping and wireless communications, etc.) in accordance with agency policy and procedures, local, state, tribal, or federal laws.
- c. Operate Agency radio systems.
- d. Operate Agency computer systems and software programs.
- e. Operate Agency records management systems.
- f. Operate Agency telephone systems (including TTY/TDD).
- g. Maintain Agency equipment functionality within established parameters.
- h. Activate emergency alert systems according to Agency parameters.
- i. Effectively use evolving and emerging technologies.
- j. Apply procedures to answer calls within Agency parameters while projecting a professional demeanor.

- k. Present themselves in a professional manner, being on time, being prepared, ready to learn and actively participate in their own learning.
- l. Operate within all written directives and plans established by the Agency.
- m. Remain current, informed and demonstrate the appropriate application of all policies, guidelines and plans.
- n. Obtain, verify, and analyze incident information to include, location, reporting party contact information, nature, and severity of the incident while applying effective communication skills to control the call.
- o. Synthesize available information to identify conditions that may affect public and responder safety.
- p. Ascertain whether the caller is in an unsafe location and then take appropriate protective actions in compliance with agency directives.
- q. Accurately document incident information including, but not limited to incident urgency details, establish call priority, and appropriately label call types.
- r. Manage challenging calls and callers including, but not limited to: missing, abducted and sexually exploited children, child callers, communications impaired callers, and callers with limited English language proficiency.
- s. Verify, document and relay initial dispatch information, and provide updates as necessary to process calls for service.
- t. Provide callers with any agency approved pre-arrival instructions and inform callers of actions being taken to respond to the requests for service according to written directives.
- u. Complete telephone reports, provide appropriate referrals, transfer and terminate calls, or place outgoing calls in accordance with Agency written directives.
- v. Create and update the CAD record or incident log, and maintain accurate call narrative or documentation.
- w. Determine the nature and priority of incidents and assign available resources in accordance with written directives.
- x. Track and document radio activity, incident, and unit status within written directives.
- y. Assign and coordinate responders to incidents based on the nature of the incident, the priority of the incident, available resources, and written directives.
- z. Consistently identify, analyze, and relay initial pertinent incident information to field units as appropriate.
- aa. Acknowledge calls for service from responders as per written directives.
- bb. Evaluate information and relay updates to responding units as appropriate.
- cc. Disseminate information to additional responders and resources including, but not limited to Hazmat teams, the Forest Service, Fire and EMS Units, etc.
- dd. Analyze and evaluate all available information in order to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.

- ee. Evaluate and synthesize information, relay updates and broadcast BOLO (Be on the Look-out) and ATL (attempt to locate) information to responders, supervisors, and other resources as appropriate.
- ff. Demonstrate the proper application of Agency notification guidelines to daily operations and special events.
- gg. Coordinate with other entities in accordance with written directives.
- hh. Identify and relay pertinent shift activities to a relief dispatcher at shift or position change.
- ii. Coordinate assigned radio channels and/or talk groups.
- jj. Monitor and acknowledge radio traffic in accordance with Agency requirements.
- kk. Comply with regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
- ll. Comply with regulations and requirements for the use of any data systems accessible through local, state, regional, federal, tribal, or international networks; (e.g. RMS, DMV, any criminal justice information systems, NCIC, Interpol).

## **Mission Statement and Values**

### Missions Statement

The ***Sublette County Communication Center*** is comprised of individuals dedicated to preserving the value of life and property for all citizens and visitors in our diverse community. We answer and dispatch emergency and non-emergency calls in a timely, precise and skilled manner. We are committed to excellence in the delivery of these services while treating people with dignity, respect and empathy. We are the vital link between public safety and citizens who need assistance. We strive to continuously improve through training, public feedback and teamwork.

### Values

- We are committed to excellence and efficiency in services we provide.
- We are accountable for our actions and take pride in our professional level of service.
- We are committed to the highest performance standards in all our relations.
- Compassion, respect, understanding, and fairness make up the foundation of the Sublette County Communication Center.