



## **Communications Technician**

### **Police Department**

PD/10

*The City of Sheridan's core values are what define us both as individuals and as a collective group of people. We've selected these five values to emphasize the leadership role that every employee has in working as part of a team of teams, whether those teams are in another department within the City or at the County, State, or National level. These values are paramount to meeting the mission of the City. The values are Make a Difference, Take Initiative, Build Trust, Show Optimism, and Promote Teamwork.*

#### **JOB SUMMARY**

This position is responsible for performing technical communications duties in support of Sheridan County law enforcement, medical, fire, and other emergency services operations. An incumbent in this position may be designated "Basic, Level I, Level II, or Level III" depending on experience, training and special duties.

#### **MAJOR DUTIES**

- Monitors and records location of multiple related agencies; monitors and answers radios for related agencies; answers multiple phone lines to collect information, determine appropriate agency, and dispatch appropriate emergency or non-emergency personnel.
- Utilizes and operates various systems and protocols for natural and man-made disasters.
- Answers multiple 911 phone lines for fire, EMS, and law enforcement; dispatches appropriate agencies; initiates paging of appropriate responders to specific calls for service; correctly operates E911 TDD calls; correctly identifies and utilizes Phase I and II technology.
- Performs emergency medical dispatching duties over phone lines until EMS units arrive.
- Monitors and ensures officer safety.
- Maintains a continuous, complete, and accurate radio log of all radio activity for multiple agencies.
- Operates and maintains the Computer Aided Dispatch (CAD) program by entering a running radio log, entering all types of incoming calls, and entering cases as requested or needed; tracks people on probation.
- Operates the Code Red System for call-outs and evacuations within the county; issues messages on the Emergency Alert System.
- Operates the records management system.
- Operates the National Crime Information Computer (NCIC), including fire entry, processes, and response in

compliance with federal guidelines and time constraints.

- Answers Crime Stopper line; collects information and disseminates it to the proper agency.
- Monitors building security cameras and entrances.
- Monitors alarm systems and alarm computers for multiple locations.
- Maintains a controlled burn log.
- Maintains lost and found pet log.
- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of relevant federal and state laws and local ordinances.
- Knowledge of city and department policies and procedures.
- Knowledge of NCIC procedures and rules.
- Knowledge of Sheridan County streets and roads.
- Knowledge of communication center functions and equipment.
- Skill in multi-tasking.
- Skill in operating phones, radios, and multi-computer programs effectively in stressful situations.
- Skill in planning, organizing, analyzing, decision making, and problem solving.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.
- Skill in dealing professionally with people experiencing all levels of emotions.
- Skill in basic computer operations with knowledge of software used in the Police Department.
- Skill in completing correspondence and administrative reports.

#### SUPERVISORY CONTROLS

The Corporal or Sergeant assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include The Policy and Procedure Manual, the Sheridan Municipal Code, Wyoming Statutes, the NCIC Code Book, the TAC manual, the Emergency Operations Plan, and other associated communications resource materials. These guidelines are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related communications duties. The volume of calls to be processed contributes to the complexity of the work.
- The purpose of this position is to participate in the provision of Public Safety dispatch services. Success in this position ensures effective communications and a rapid response to emergency situations.

## CONTACTS

- Contacts are typically with co-workers, representatives of other local, state and federal law enforcement agencies, fire and emergency medical personnel, and members of the general public..
- Contacts are typically to exchange information, provide services, motivate persons, and resolve problems.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of a valid driver's license issued by the State of Wyoming for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain FCC radio operator's license.

**The City of Sheridan is an at-will employer. This means that either party – the employee or the employer – may end employment at any time, with or without cause, with or without notice. All the terms, conditions and benefits of employment with the City are subject to change at any time, with or without notice, at the discretion of the City.**