

# Sarasota County Sheriff's Office

## Job Description with Cover Sheet

**Job Title:** Communications Operator III

**Job Classification:** non-exempt

**Bureau:** Emergency Operations

**Salary Range:** 31,836 - 53,088

**Pay Grade:** 10

**This Position Supervises the** This position does not supervise another position.

**Position Reports To:** Emergency Operations Supervisor

**Exempt:** No

**Sworn:** No

**General Description of Duties:** This is the first level of communications operators when hired to learn and become proficient at the 911 Center.

**Educational Requirements:** High school diploma or equivalent

**Work Experience Requirements:** Related experience preferred, but not required

**Required Certifications  
and/or Qualifications:**

**Reviewed By:** SLAPP, JEFFREY

**Review Date:** 10/ 7/2015

**Approved By:** PICKAVANCE, STACI

**Date Approved:** 10/ 7/2015

**Notes:**

**POSITION: Communications Operator III**

<b>ID</b>	<b>Statement</b>	<b>Performance Standard</b>
<b>TASK</b>		
ALL1000	Complete assignment as directed	The employee successfully completes assignments to specifications as directed and within the specified time frame.
ALL1001	Maintain work areas	The employee maintains their work area in a clean presentable and well organized manner.
ALL1003	Maintain General Orders	The employee maintains and accurately updates all policy manuals relevant to their area or position.
CM1511	Route calls to the proper agency	The employee will promptly route calls to the proper agency in accordance with agency policies.
CM1512	Respond and request assistance from another agency.	The employee promptly request and/or responds to another agency for assistance in accordance with agency policy.
CM1515	Prioritize calls.	The employee will correctly discriminate between emergency / non-emergency calls and effectively prioritize calls for service according to agency policy.
CM1517	Operate NCIC / FCIC Computer.	The employee correctly operates NCIC / FCIC computer to standards mandated by state authorities, receiving and returning accurate information to authorized personnel in accordance with agency policies.
CM1519	Operate the PSC computer / CAD	The employee will correctly operate all PSC computer systems 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/Floor Supervisor of Robberies and Priority Events.	The employee 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.
<b>POLICY</b>		
PL100	Accepts supervision and direction	The employee responds to supervision, guidance and direction of supervisors in a positive, receptive manner.
PL190	Attendance	The employee does not demonstrate an excessive absenteeism record or a pattern of absences as described in agency policy. The employee observes work hours both at the beginning and end of their shift.
PL200	Grooming and dress	The employee is appropriately groomed and attired so as to present a professional image in accordance with the agency mission, goals, and policies.
PL400	Contact with public	The employee demonstrates a polite, helpful, courteous, and professional image at all times when engaged in any activity with the public.

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<b>PROFICIENCY</b>		
PR131	Multi-tasking	The employee is able to simultaneously perform multiple tasks under both stressful and nonstressful conditions.
PR140	CAD/NCIC/FCIC and phone equipment operating skills	The employee correctly and efficiently operates communications information related equipment / computers in accordance with agency policies and state/federal regulations if applicable.
PR170	Information systems entry / retrieval skills	The employee is able to accurately enter and / or retrieve information from various computer systems in a timely manner.
PR201	Time management skills	The employee efficiently organizes, prioritizes, schedules(if applicable and within reason) and manages daily work activities, tasks, and special assignments.
PR230	Inter-personal skills	The employee is able to demonstrate courteous, respectful, motivational, and leadership skills in order to achieve desired objectives and goals in accordance with agency policy.
PR290	General communications skills	The employee demonstrates the ability to express ideas and effectively communicate information / give direction or commands (including use of radio) to others in a clear, concise and intelligible manner. The employee has the ability to process verbal/written information, physical cues, and body language in order to effectively listen and interpret.
PR390	Knowledge of agency policies	The employee has the ability to read, interpret, update and follow procedural and policy manuals related to the job and in accordance with agency policy.
PR630	Knowledge of dispatch codes and signals	The employee correctly identifies dispatch codes and signals for one or more of the following: data entry / retrieval / dissemination.
PR740	Situational awareness	The employee is aware and alert to the surrounding conditions and situations and is able to adapt to unexpected changes in such conditions and situations to successfully and safely complete the task at hand.
PR900	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 or advise to how and where this information can be obtained.

**PHYSICAL/COGNITIVE ABILITIES**

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<b>ID</b>	<b>Statement</b>	<b>Performance Standard</b>
PHY02	Balancing ability	The employee is required to maintain body equilibrium to prevent falling when walking, standing on one or both feet, or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount and kind of balancing required exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
PHY03	Stooping ability	The employee is required to be able to bend the body downward and forward by bending the spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
PHY04	Twisting ability	Twisting requires the ability to turn the body around to both the left and right at least 45 degrees from the waist; and turn the head around to both the left and right at least 45 degrees.
PHY05	Kneeling ability	Kneeling requires the ability to bend the left/right/both legs at the knee(s) to come to rest on either or both knees.
PHY08	Reaching ability	Extending hand(s) and arm(s) fully or partially in any direction. The type of reaching occurs constantly or consistently and may require reaching overhead, from shoulder level, and below the waist.
PHY09	Standing ability	Remaining on both feet while in an upright position without moving ranging from minutes to several hours at a time if necessary.
PHY10	Walking ability	Moving about on foot over long distances to perform various task duties. The walking speed varies between 1 and 3 miles per hour. Walking surfaces include asphalt, concrete, rock, wooded, grassy, carpet, tile, stone.
PHY12b	Pushing ability (light)	Pressing hands and arms, or legs and feet in a continuous effort against objects/persons to move the objects/persons away from the individual exerting the pushing force. The amount of pushing force is up to 30 pounds.
PHY14b	Lifting ability (light)	Raising objects in an upward movement, or moving objects from position to position at the same level. The weight of the object being lifted or moved is up to 30 pounds. The vertical lifting requirement ranges between 12 and 36 inches.
PHY15b	Fingering ability (civilian)	Using fingers and thumbs to pick up, pinch, use switches, press buttons, and turn dials.
PHY16	Handling ability	Working with hands and arms to seize, hold, grasp, turn objects. Ability to rotate and bend wrist.

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PHY17	Feeling ability	Perceiving object attributes/characteristics such as shape, size, texture, temperature by touching with the skin, particularly with fingertips.
PHY18	Verbal communication ability	Ability to express/convey directions, instructions, information orally in a clear manner. Ability to communicate verbally within a wide decibel range from whispers to loud sounds. This is a critical requirement with regard to command and control type tasks, and important with regard to working with others on a day to day basis in a team oriented environment.
PHY19	Written communications ability	Ability to express ideas, instructions, directions, details, diagrams, and narratives in written form. Must be able to write in a clear manner. This is important for report/correspondence/documentation related writing tasks.
PHY20	Hearing ability	Ability to perceive, isolate, extract, analyze, identify, locate source, and comprehend sound and voices within a wide decibel range, from whispers to loud noises. Ability to isolate and distinguish critical sounds/noise/oral communications from background noises. This is a critical ability with regards to officer safety requirements.
PHY21	Repetitive motion ability	Constant motion of extremities and/or joint areas.
PHY22	Far vision ability	Clarity of vision at or exceeding 20 feet.
PHY23	Near vision ability	Clarity of vision at 20 inches or less.
PHY24	Mid-range vision ability	Clarity of vision at distances more than 20 inches and less than 20 feet.
PHY25	Depth perception ability	Ability to judge distances, dimensions, and spatial relationships in order to see objects/persons as and where they are in relation to foreground/background objects and space.
PHY26	Visual focus ability	Ability to adjust the lens of the eye(s) to bring objects into clear and sharp focus from varying distances.
PHY27	Color vision ability	Ability to see, identify, and distinguish colors.
PHY28	Field of vision ability	Ability to observe an area's horizontal and vertical fields while eyes are fixed on a given point.
PHY29	Sense of smell	Ability to perceive, distinguish, and locate source of various smells and odors such as smoke, alcohol, toxic fumes.
PHY30	Internal work environment	Work performed in an internal environment i.e. office, vehicle, etc.
PHY32	Ability to work in temperatures below 32 degrees F	Work performed under conditions below 32 degrees Fahrenheit.

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<b>ID</b>	<b>Statement</b>	<b>Performance Standard</b>
PHY33	Ability to work in temperatures above 100 degrees F	Work performed under conditions exceeding 100 degrees Fahrenheit.
PHY35	Ability to work in conditions with loud noise level	Working in conditions where the noise level is moderate to loud.
PHY41	Reasoning ability	The ability to formulate rational plans, ideas, inferences, and judgments based on logic, fact, knowledge, and experience.
PHY42a	Basic mathematical skills	The ability to add, subtract, multiply, and divide whole numbers and fractions. The ability to comprehend and compute ratios and percentages. The ability to comprehend and generate charts, graphs, and tables derived from quantitative and/or qualitative data.

## **UNIVERSAL FACTORS**

EF1000A	Dependability	The employee is consistently reliable and trustworthy on all aspects of job performance, displaying confidence and responsibility in the execution of their duties.
EF1000B	Cooperation	The employee effectively partners well with co-workers and supervisors as a contributing member demonstrating teamwork, consideration of others, as well as exercising a high degree of collaboration in job performance.
EF1000C	Adaptability	The employee easily adjusts to changes in duties, procedures, supervisors or work environment accepting new ideas, approaches to work as well as being flexible to constructive criticism and suggestions for improving performance.
EF1000D	Judgment	The member effectively analyzes problems, determines appropriate action for solutions, exhibiting logic, reason and wisdom leading to decisive actions based on sound reason.
EF1000E	Initiative	The employee consistently seeks and assumes greater responsibility in all aspects of job performance including monitoring projects independently, and appropriately follows through without direct intervention by his/her supervisor.
EF1000F	Attendance	The employee has a distinguished record of attendance with rare absences in accordance with agency policy.
EF1000G	Punctuality	The employee consistently is on time for work, appointments, meetings, briefings and notifies the appropriate personnel in a timely manner if they are unable to attend or are delayed. The member always observes break policy.

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EF1000H	Knowledge, Skills & Abilities	The employee consistently demonstrates the expected level of job knowledge, technical skills, abilities and utilizes established techniques, materials, and equipment to successfully accomplish all aspects of their duties.
EF1000I	Quality of Work	The employee consistently demonstrates a quality of work that is complete, accurate, neat, thorough and timely meeting the requirements for the given assignment.
EF1000J	Quantity of Work	The employee demonstrates the unique ability to manage several responsibilities simultaneously performing said duties in a productive manner leading to completion of one or multiple assignments on or before scheduled deadlines.
EF1000K	Work Habits	The employee consistently displays a positive, cooperative attitude toward all work assignments via excellent organization and priority skills with adherence to agency rules , standards and policies.
EF1000L	Communication	The employee can effectively communicate both verbally and in writing, utilizing excellent skills in dealing with co-workers as well as supervisors, exchanging ideas and messages, listening/ comprehending well, responding appropriately, and respecting their own and other points of view.

**EARLY WARNING / INTERVENTION SYSTEM**

EF1000M	Early Warning / Intervention	The employee meets the specified performance criteria.
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