

JOB DESCRIPTION

Position: Communications Specialist
Reports To: Communications Supervisor
FLSA Status: Non-Exempt
Last updated: February 12, 2023



Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

This position operates communications equipment to efficiently and appropriately answer non-emergency calls, enter accurate information into the computer aided dispatch (CAD) system, and provide applicable instructions to assist Jefferson County residents with access to county services and provide customer service in a 24/7/365 communications center.

Supervision Received:

Works under the general supervision of an assigned Communications Supervisor.

Supervision Exercised:

None

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Receive and process non-emergency calls for multiple police, fire, and other agencies in Jefferson County in compliance with agency expectations.
- Demonstrate knowledge of Jeffcom's rules, policies and procedures included in Jeffcom's Personnel Rules, Policy Manual, and Standard Operating Procedures.
- Answer, evaluate, and prioritize incoming calls for service, communicating effectively with citizens to obtain complete and accurate information using a computer aided dispatch (CAD) system, telephones, TDD (text telephone device for hearing/speech impaired), and supporting software applications and systems.
- Ready/not ready status must be in compliance with agency expectations.
- Quality assurance scores must be in compliance with agency expectations.
- Maintain accurate and complete logs and records of communications.

- Maintain positive and professional written and verbal communication skills at all times.
- Consistently provide excellent customer service to all citizens and emergency responders.
- Maintain confidentiality at all times for citizens, emergency responders, and employees, including Protected Health Information (“PHI”) as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in a sensitive, information-rich environment.
- Promote a positive, professional image of Jeffcom at all times.
- Complete job-related training and continuing education as assigned and required.
- Reliable, predictable attendance is required.
- Work 32 to 40 hours per week, to include days, evenings, and holidays, to provide customer service to community members.
- Initial on the job training will be 40 hours per week.
- Mandatory overtime may be required.
- Expected to engage in ongoing education and attend training to maintain and expand skills and knowledge.
- Performs all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Possess high school diploma or equivalent.
- Obtain within six (6) months of hire, and maintain National Crime Information Center (NCIC)/Colorado Crime Information Center CCIC certifications. Other certifications may be required during employment.
- Ability to accurately type a minimum of forty (40) words per minute while entering data or information relayed over the phone, or other audio and electronic data input into a terminal, computer system, or other device linked to Jeffcom’s CAD system.
- Ability to memorize, retain, and accurately recall information and codes; multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action; perform detailed work with a high degree of accuracy, at times during stressful situations; understand various transmissions and transcribe information (numbers, letters, names and details) from one source to another quickly and accurately.
- Ability to consistently remain calm and effective at all times, even during times of heavy workloads, exercise critical thinking, to include sound judgment and decision making, prioritize emergent and non-emergent situations, and obtain and act on information quickly and accurately.

- Ability to communicate effectively with citizens, emergency responders, and team members.
- Ability to understand and execute complex verbal and written instructions, policies and procedures.
- Ability to perform multiple tasks simultaneously while remaining detail-oriented.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Illicit drug and marijuana use is prohibited even if medically prescribed.

Physical Demands:

Lifting and Carrying: Ability to move 15- to 20- pound items from one location to another, such as boxes of paper, department manuals, resource books, equipment, etc.

Body Positions:

Must be able to sit at a workstation and work telephones, and computer keyboards during a typical scheduled shift with the ability to change from sitting to standing as needed. Must be able to navigate around Communications Center. Must have the manual dexterity to operate a computer keyboard, telephone, and other relevant equipment. Some twisting, bending, stooping may be required. Must have the ability to coordinate movements of two or more limbs at the same time, e.g., while operating telephone and typing information into console controls.

Hearing:

Employee must be able to hear the phone and audible signals from equipment at a level that does not interfere with coworkers' ability to hear at their workstations. Hearing must be sufficient to use telephone and telephone headset. Must have the ability to actively listen to callers for an understanding of their needs and situations. Must have the ability to understand English spoken in a variety of accents. Must have the ability to focus on multiple sources of auditory (hearing) information in the presence of other distracting noises. Must be able to detect and discriminate among sounds that vary in a broad range of pitch and loudness.

Vision:

Visual acuity correctable sufficient to read computer screens and discern information, enter data, read Jeffcom documents, other correspondence, and read and interpret maps. Ability to distinguish between the colors red and green in order to properly utilize computerized equipment.

Mental Requirements:

Information Retention:

Must be able to read, retain and apply policies, procedures, criminal laws and ordinances, as well as recall numerous details of calls received.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to utilize sound judgement and solve problems through critical thinking, decision-making, and prioritization in a time-sensitive and dynamic environment.

Work Environment and General Information:

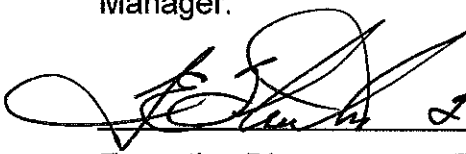
Work in a restricted access area, typical office environment with other staff speaking on phones and radios in a communications center. Work is often demanding in a fast-paced environment; position confinement and emergency crises may prohibit breaks and/or require employee to work unscheduled overtime. Frequent interaction with public, government jurisdictions, members of private industry, and other Jeffcom employees. Work under general supervision with supervisor availability to resolve unusual or complex work problems.

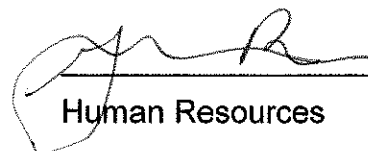
Position may be eligible for remote work up to 75% of the week. The employee shall designate a workspace within the remote work location, which complies with Criminal Justice Information Services (CJIS) Security Policy 5.9.1, for placement and installation of equipment to be used while teleworking. At all times the employee is accessing or processing CJIS data, the employee and workspace must operate as a CJIS "Controlled Area", the requirements of which include but are not limited to visitor control, the prevention of shoulder surfing, and access controls for transmission and display mediums. The employee shall maintain the workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources Manager.


Executive Director 2-8-2023
Date


Human Resources 2/8/2023
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date