

FORSYTH COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: S/O COMMUNICATIONS OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to monitor security cameras and radio traffic in the Courthouse and Jail for the safety and welfare of the Judges, Court Security Deputies, county employees, general public and inmates, and to dispatch deputies to specific locations within the jail and all court buildings. *This classification is distinguished from E-911 Communications Officers in that a Communications Officer in the Sheriff's Office will successfully obtain certification from the State of Georgia as a Communications Officer, has completed the in-house training curriculum and has the additional responsibility of security for the Sheriff's Office operations of the Jail and Courthouse. The S/O Communications Officer does not take calls from the public or dispatch public safety personnel via the County 911 Center/Consoles for calls for service or emergency situations outside the operations of the Jail and Court buildings.*

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of certain duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Receives calls from deputies, Sheriff's Office civilian personnel and other county or state offices within court buildings; obtains information from callers; works to keep caller calm; maintains conversation with caller to obtain/verify pertinent information, to administer pre-arrival instructions in accordance with the Court Security and emergency evacuation plan guidelines, and to provide comfort until assistance arrives; re-establishes calls if disconnected; monitors status of response; confirms location of incident; and contacts utility companies as needed and Forsyth County 911 center if additional resources are needed at the jail or any court building.

Receives non-emergency calls; provides information, answers questions, takes messages, and/or transfers/connects calls to appropriate staff, department, extension, service, or agency, and other information requested regarding the event or situation.

Logs incoming calls and dispatch information into an automated system; utilizes Georgia Crime Information Center (GCIC) and CAD terminals; enters information pertinent to any situation encountered, dispatches deputies and resources, response time and actions taken; modifies, locates, maintains, saves, and/or clears files/records within database; and records information manually into appropriate logs when computer is out of service.

Contacts various other departments to resolve problems such as malfunctioning security electronics or security surveillance systems or power outages.

Monitors multiple radio frequencies and cameras while answering/processing telephone calls or other radio frequencies and responding to in-person requests for services or records; monitors alarm systems at specific locations within the jail or any court building.

Runs criminal and driver histories and computer background checks; handles inquiries on driver's licenses (OLNs), vehicle identification numbers/tags, warrants/summons, and stolen articles/property.

Notifies appropriate personnel, supervisors, and/or command staff of critical emergency situations, weather-related information from DTN weather radar, and/or problems with communications, GCIC, or other computer equipment.

Maintains assorted logs detailing daily activity, including warrants, CAD system dispatching, messages, GCIC/NCIC entries/retrievals of information, facsimiles, and teletypes.

Performs various administrative support activities: enters, updates, and retrieves information from databases; enters law enforcement information into databases; maintains communication logs; queries data bases upon request; researches warrant information, driver licenses and tags; submits information to appropriate staff; replenishes various forms, changes computer paper, and shreds confidential material; disseminates information to various departments; takes repossession and vacation notices; completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of the position; and maintains files and administrative records.

Operates a GCIC terminal, Court or Jail CAD terminal, telephones, fax machines, shredders, a personal computer, utilizes geographical information system (GIS), and general office equipment as necessary to complete essential functions, to include the use of emergency communications software, word processing, spreadsheet, database, or other system software.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

Cooperates with federal, state, and local law enforcement agencies and its officers/representatives when activities are related to investigations within County jurisdiction.

Assignment to Sheriff's Office Court Security and Jail Units may include the following additional duties:

Monitors security cameras and radio traffic in the Courthouse and Jail for the safety and welfare of the Judges, Court Security Deputies, county inmates, county employees and the general public: watches activities on camera monitors for security issues; alerts the proper personnel if suspicious activity is observed; monitors alarm systems at specific locations; and checks on inmates via video every half-hour and noting pertinent information.

Monitors the Court Security and Jail radio frequency as the base operator: receives and relays information to Security Deputies assigned to duty stations within the court buildings; dispatches Court Security Deputies to facility emergencies and initiates established emergency procedures; notifies appropriate personnel, supervisors, and/or command staff of critical emergency situations, weather related information, and/or problems with communications, or other computer equipment.

Controls access to secured areas via electronic gate and lock controls: monitors video and radio communications to identify individuals seeing access to secured areas; operates master control panel to open and close security doors and gates to permit access to and movement between secured areas as appropriate.

Tracks, records and relays information pertinent to courthouse security: documents the location and movements of Judges, to include all arrivals and departures; maintains status of Court Security Deputies and Jail Deputies at all times to ensure safety of personnel; maintains assorted logs detailing daily activity, warrants, inmate activity, messages, facsimiles, and teletypes; and logs information into automated system or records information manually into appropriate logs as appropriate.

Provides administrative support to assist with inmate management: contacts Transport to notify when inmates are ready to return to the Jail and also contacts Transport if an inmate is needed for court who has not already been brought over; and orders inmate meals from the Jail.

ADDITIONAL FUNCTIONS

This classification is designated as a safety sensitive position which is subject to random drug and alcohol testing and any other drug testing methods as stated in policies adopted by Forsyth County concerning drug and alcohol.

Performs clerical support tasks, which may include making copies, sending/receiving faxes, locating telephone numbers and addresses, researching and contacting business/residence callouts, tracking court dates, or contacting Magistrate Court/Judge as needed; performs housekeeping tasks.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED and successful completion of in-house training and state certification program in emergency communications required. Must obtain and maintain a POST Communications Officer Certification, GCIC/NCIC Certification and be certified in basic first aid and cardiopulmonary resuscitation (CPR) within the first year of employment. May be required to attain and maintain other certifications as related to position. Will be required to pass a background investigation. Must be 18 years of age. Must possess and maintain a valid Georgia driver's license. Typing speed of 30 words per minute required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships. Performs multiple tasks simultaneously; takes appropriate action when represented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data, and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Forsyth County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.