

**POSITION DESCRIPTION  
COUNTY OF MADISON, INDIANA**

**POSITION:** Civilian Communications Operator  
**DEPARTMENT:** Madison County Central Dispatch  
**WORK SCHEDULE:** As Assigned  
**JOB CATEGORY:** COMOT (Computer Office Machine Operation Technician)  
**DATE WRITTEN:** September 1985                      **STATUS:** Full-time/Part-Time  
**DATE REVISED:** November 2018                      **FLSA Status:** Non-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as Civilian Communications Operator for the Madison County Central Dispatch and is responsible for the enforcement of the laws and protection of County residents and their property.

**DUTIES:**

Receives all incoming emergency and information related calls for the County, other police and fire departments; gathers maximum amount of caller information in a minimum amount of time, determines appropriate response and dispatches field officers and other emergency personnel accordingly.

Maintains complete and accurate log of all radio traffic calls, towed vehicles and employee information for easy access and retrieval.

Monitors the radio frequency activities of various other law enforcement agencies, civil defense and city/county police and fire departments.

Verifies and maintains accurate (IDACS) information for the County and other law enforcement agencies. Receives and transmits computer teletypes, criminal histories, stolen vehicles, warrant information, runaways, missing persons; and license plate, gun and vacation checks.

Dispatches SWAT, HAZMAT and Fatality teams as needed.

Notifies appropriate officials of impending emergency situations including; weather, road and natural disasters.

Transmits messages for the Sheriff, department personnel and other officials as needed.

Maintain clean and orderly radio room and equipment.

Performs other job related duties as assigned.

**JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or equivalent.

Ability to pass comprehensive criminal history background checks, and drug screen.

Ability to hold certifications in IDACS, NCIC, and CJIS. Certifications require a comprehensive FBI National Background Check.

Ability to hold certifications in EMD, EFD, EPD, CPR and other certifications as designated by the department needs.

Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the department, and to take authoritative action as situations demand.

Practical knowledge of area law enforcement demands and ability to effectively receive and dispatch calls requiring emergency and informational assistance.

Knowledge of and ability to use all assigned communications equipment.

Knowledge of and ability to read maps, use emergency code terminology, and clearly and calmly respond during stressful situations.

Ability to appropriately receive, maintain and log all radio traffic information.

Ability to effectively communicate with the public, other officials and agencies during various emergency situations.

Ability to use standard office equipment including but not limited to the copier and fax machine.

**RESPONSIBILITY:**

Incumbent performs a wide variety of duties according to established departmental policies; police and fire procedures, making independent decisions and taking authoritative action in response to situational demands. Will be required to maintain a high standard of confidentiality and responsibility to access sensitive information.

**PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with County Police Officers and members of the general public for a variety of purposes, including coordination and direction of police and fire communication activities and operations.

Non-routine contact with callers requesting emergency assistance in situations that jeopardize the public's safety.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in an office environment and is frequently exposed to stressful situations associated with emergency requests for assistance.

Frequently must continue on duty during shift with little to no break time.

Reports to: Shift Supervisor

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:**

The job description for the position of Civilian Communications Officer of the Madison County Central Dispatch describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes  No

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

Applications for the position are available and must be submitted to Human Resources by mail:

16 E 9th Street, Suite 102,

Anderson, IN 46016

Online:

[http://www.madisoncounty.in.gov/HR\\_Application.pdf](http://www.madisoncounty.in.gov/HR_Application.pdf)

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