



JOB POSTING

Posting Open: 5/24/2022

Closed: 6/3/22

Department: Sheriff's Office

Union: AFSCME 2025A

Job Classification: Tele-Communicator

JOB CLASSIFICATIONS:

Grade: 26

Salary: \$25.00/ hr.

Hours: 40 hours per week

Completed applications may be mailed to:

**Rock Island County Sheriff's Office
1317 3rd Ave
Rock Island, IL 61201
ATTN: Captain Hart**

Or e-mailed to: applicant@ricosheriff.org

ROCK ISLAND COUNTY

**CLASSIFICATION SPECIFICATIONS
GRADE 26**

TITLE: TELE-COMMUNICATOR

11/06/02

Characteristics of the Class: Under general supervision of the division's immediate supervisor/Sergeant and division command, performs responsible work receiving, recording and dispatching emergency calls over multiple communications systems. Responsible for rapid and effective screening of calls, eliciting accurate information and transmitting that information through a variety of radio or telephone systems. Responsible for a variety of clerical activities specific to the Sheriff's Office. Under general supervision, most aspects of the work is covered by guidelines; the employee uses initiative in carrying out recurring assignments independently without specific instructions

Examples of Essential Functions:

Receives all incoming calls for police, fire and ambulance; receives, screens, logs and records messages, and transmits information to proper department unit.

Dispatches department units when needed; notifies other emergency services, such as the ambulance and fire departments, when needed.

Answers inquiries and records, files, and follows up on citizen complaints.
Maintains daily logs and records of all calls.

Performs routine clerical work, handles letters and memos; files records and performs other department related tasks, including maintaining the cleanliness of the work area.

Performs other related duties as assigned.

Minimum Requirements:

A. Training and Experience:

High School diploma, GED or equivalent certificate of competency.
Prior switchboard and/or radio experience helpful.

B. Knowledge, Abilities and Skills:

Knowledge of Rock Island County area; cities, towns, villages and roadways therein.

Knowledge of Sheriff's Office Rules and Regulations.

Knowledge of ten codes and signals.

Knowledge of routine office procedures.

Ability to think clearly and logically under stress.

Ability to relate well to the public and co-workers.

Skill in interpersonal interactions to elicit critical information from sick, injured and/or highly emotional individuals, who may be in a life threatening situation.

Skill in accurately and rapidly carrying out requests for information or assistance from officers in the field.

Physical Requirements: Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5 –10 pounds); minimal dexterity in the use of fingers, limbs, or body in the operation of communication and office equipment. Tasks may involve extended periods of time at a keyboard.

Environmental Requirements: Task is regularly performed without exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires visual perception and discriminations. Task requires oral communications ability.