



BENTON COUNTY SHERIFF'S OFFICE

Serving Benton County Since 1846

113 E. 3rd Street Vinton, Iowa 52349-1756

Office (319) 472-2337 Fax (319) 472-4770 sheriff@bentonsheriff.com

NOW HIRING

Position: Communication Specialist

Department: Benton County Sheriff's Office

Location: 113 E 3rd Street, Vinton, IA 52349

Reports to: Dispatch Supervisor, Chief Deputy, Sheriff

Salary Range: \$47,424.00 - \$64,084.80

Job Type: Full-Time

Job Summary: This role dispatches police, medical and fire services on a county wide basis. Calls for services are received from various police agencies and county-wide E911 system. Position entails operating police radio system, national crime computer system, E911 computer system and other small business machines. The candidate receives, secures and disseminates information to and from police officers, police agencies, citizens and other emergency public agencies.

Key Responsibilities:

Each of the following duties and responsibilities are performed on an on-going basis. The duties and responsibilities of this position include, but are not necessarily limited to:

- Operates telephone console to receive incoming calls for assistance with police, fire and medical services.
- Questions caller to determine nature of problem, the type of personnel and equipment needed, then dispatches the proper service agency within jurisdiction on a county wide basis and provides pre-arrival instructions to caller.
- Operates the computer system linked to the State and National Computer Systems.
- Operates two-way radio to dispatch police, fire, medical and other personnel and equipment and to relay instructions or information to remove units.
- Types commands on computer keyboard to update files and maintain logs.
- Tests communications and alarm equipment and backup systems to ensure serviceability.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below 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.

- Individuals must be of good moral character as determined by a thorough background investigation including a fingerprint search conducted of local, state and national fingerprints.
- Individual must not have been convicted of a felony or a crime involving moral turpitude.

Education & Experience Required:



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- High school diploma or GED.
- Must be able to obtain IOWA/NCIC certifications within six (6) months of employment and maintain throughout duration of employment.
- Must be able to obtain Emergency Medical Dispatch certification within a time frame as established by the employer and maintain throughout the duration of employment.
- Must attend required forty (40) hour BASIC Telecommunications program through the IOWA Law Enforcement Academy within one (1) year of hire date.

Skills Required:

- Knowledge and/or the ability to learn street locations and common places in Benton County, and surrounding communities and to read maps to determine exact locations for dispatching.
- Ability to learn the operation of the Communications Center equipment, including, but not limited to, input and retrieval procedures for the Computer Aided Dispatch system, the IOWA/NCIC computer system, the enhanced 911 system, the geographical mapping system, and radio and paging equipment.
- Ability to learn policies, operating procedures and methods utilized in the operations of the Communications Center.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to perform job duties efficiently while managing frequent interruptions.
- Ability to deal tactfully and efficiently with the general public, governmental officials, law enforcement, fire and EMS agencies, supervisors and co-workers.
- Ability to maintain a courteous and professional demeanor when dealing with the general public, all public safety personnel and coworkers.
- Ability to respond rapidly, effectively, and exercise sound judgment in emergency situations, maintain the emotional composure necessary to organize work and maintain a high level of productivity during periods of stress or high activity.
- Ability to handle and maintain information of a confidential and sensitive nature.
- Ability to perform duties with a keen sense of accuracy and attention to detail.
- Ability to follow oral and written instructions.

Additional Preferred Skills:

- A work history with a strong customer service background and multi-tasking is preferred.
- Previous public safety dispatching experience.

Physical Demands/Work Hours:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee must occasionally lift and/or move up to 10 pounds.



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- Specific employee vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Audio/ hearing standards are determined by NENA for public safety dispatchers and employees must maintain those standards. An acceptable hearing baseline without audio assistance is required.
- This position is in a 24/7 facility and will require overtime, varied shifts, holidays and weekends.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is normally going to be in an office setting. The noise level in the work environment is usually moderate.

THE ABOVE DECLARATIONS ARE NOT INTENDED TO BE AN "ALL-INCLUSIVE" LIST OF THE DUTIES AND RESPONSIBILITIES OF THE JOB DESCRIBED OR OF THE SKILLS AND ABILITIES REQUIRED TO PERFORM THE JOB. RATHER, THEY ARE INTENDED ONLY TO DESCRIBE THE GENERAL REQUIREMENTS OF THE JOB.

Benefits:

- IPERS retirement with employee contribution and employer contribution.
- After completion of probationary period, Iowa certified candidates will be granted up to seven (7) years credit for prior service for the calculations of pay and vacation.
- Health Insurance, Dental insurance, Vision Insurance, Flex Spending, Accident and Critical Illness Insurance, Flex Spending Accounts, Wellness program, EAP.

Application Process:

Interested candidates are encouraged to submit a completed application form, a detailed resume, and a cover letter outlining their qualifications and experience to the Benton County Sheriff's Office at 113 E 3rd St, Vinton, IA 52349, or email all forms to d.markland@bentonsheriff.com. The application period will remain open until the position is filled.

Equal Opportunity Employer: The Benton County Sheriff's Office is an equal opportunity employer and encourages applications from all qualified individuals. We are committed to creating an inclusive and diverse work environment.