

**COMMUNICATIONS SPECIALIST (SALARY AS OF 7/1/19)****OPENING DATE:** 06/14/19**CLOSING DATE:** 07/16/19 11:59 PM**DEPARTMENT:** Sheriff's Office**LOCATION:** Sheriff Field Headquarters, 6023 NE 14th St., Des Moines**HOURS:** To be Determined**SALARY:** \$45,032.00 - \$65,689.00 Annually**BARGAINING UNIT:** Teamsters**SALARY GRADE:** 15**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of FCC rules and regulations.
- Knowledge of Polk County boundaries of jurisdiction.
- Knowledge of State laws pertaining to civil and criminal procedures.
- Knowledge of two way radio communications systems, computer-aided dispatch system, and dispatch policies/procedures
- Knowledge of the organization of the Polk County Sheriff's Office.
- Knowledge of first aide and basic emergency medical dispatch procedures.
- Knowledge of procedures for entering/retrieving information from the IOWA System, National Crime Information Center (NCIC) Systems, and the National Law Enforcement Teletype System (NLETS).
- Knowledge of laws and requirements on working with confidential information and ability to maintain confidentiality of information.
- Ability to verbally communicate accurate information distinctly, accurately, and concisely in a non-emotional manner.
- Ability to effectively listen and elicit appropriate information.
- Ability to operate a two way radio.
- Ability to operate a personal computer utilizing a windows software environment.
- Ability to process electronic mail and utilize word processing software.
- Ability to operate a Tele-communications system for the deaf.
- Ability to reason logically, react calmly/quickly, and maintain composure under stress.
- Ability to keep accurate records and to make verbal/written reports.
- Ability to work in close proximity with co-workers.
- Ability to sit for extended periods of time.
- Skill in dealing with people and situations in a professional and tactful manner.
- Ability to follow standard operating procedures of the Polk County Sheriff's Office.
- Ability to operate common office equipment such as a facsimile machine, copy machine, time clock, and shredder.
- Demonstrated ability to perform accurate and efficient data entry.
- Ability to establish and maintain effective, professional relationships with people from all sectors including other staff, law enforcement personnel, medical personnel, and the general public.

**TRAINING AND EXPERIENCE:**

- Graduation from High School or equivalent education.
- Six months experience operating radio communication equipment, or
- Any equivalent combination of training and experience that will have provided the required knowledge, skills and, abilities.

**Written Examination:**

- The applicant must be able to pass the Polk County Communications Specialist written examination and data entry test administered by Polk County. **The written examination will be held on Tuesday, July 30, 2019 at Polk County River Place, 2309 Euclid Avenue, Des Moines, IA 50310.**

**Drug Testing:**

- A pre-employment drug test will be required for this safety-sensitive position.

**Certification:**

- The applicant must pass the IOWA/NCIC certification test within six (6) months of hire.

**Special Requirements:**

- Must be 18 years of age.
- Must not be addicted to drugs or alcohol.
- Must be of good moral character.
- Must not have been convicted of a serious crime.
- Must be able to meet any additional criteria established by state and federal law which would allow the applicant to be certified to the IOWA (Iowa On-Line Warrants and Articles) system and the NCIC (National Crime Information Center) system.
- A criminal background check (including drug convictions/arrests) is required.
- Must complete a forty (40) hour BASIC Telecommunications program through the IOWA Law Enforcement Academy within one (1) year of appointment.

**Written Examination will be held on Tuesday, July 30, 2019  
Polk County River Place, 2309 Euclid Avenue, Des Moines, IA 50310**