

**911 Communications Officer:** Full-time position available with the Cerro Gordo County Sheriff's Office. Duties include receive calls, relay instructions, record calls, coordinate emergency requests, transmit and receive messages between department and other law enforcement agencies, monitor silent alarm systems and computer skills. Requirements are 18 years of age, good driving record and typing speed of 45-50 wpm. New pay scale effective 7/1/22. \$21.50 - \$27.50 based on experience.

Application and job description may be picked up in person at:

Cerro Gordo County Administrative Services Office, First Floor, Courthouse  
220 North Washington Avenue  
Mason City, Iowa 50401

By visiting our website at: [www.cgcounty.org](http://www.cgcounty.org)

Or requested by contacting our Email address: [hr@cgcounty.org](mailto:hr@cgcounty.org)

Applications will be accepted until filled with first review of applications on August 12, 2022. Pre-employment physical, drug screen, psychological testing, dispatch selection test and criminal background check required. Cerro Gordo County is an EOE.

Posted August 1, 2022

**CERRO GORDO COUNTY, IOWA**  
**POSITION DESCRIPTION**

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**Position Title:** 911 Communications Officer

**Department:** Sheriff

**Immediate Supervisor:** Communications Supervisor

**Shift:** Assigned shift could be 6:55 a.m. to 3:00 p.m., 9:55 a.m. to 6:00 p.m., 2:55 p.m. to 11:00 p.m., 5:55 p.m. to 2:00 a.m. or 10:55 p.m. to 7:00 a.m. with rotation of 6 days on and 3 days off

**Location:** Cerro Gordo County

**FLSA:** Non-exempt/Union Position

**Salary Range:** New Pay Scale Effective 7/1/22. \$21.50 to \$27.50 based on experience

**Approved by:** Sheriff

**Date:** March 22, 2022

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**Summary:**

The 911 Communications Officer is responsible to receive complaints and requests for emergency services from citizens by telephone. They dispatch appropriate agencies when and where necessary; provide emergency medical instructions and dispatch pre-arrival instructions to callers when necessary. Duties include, but are not limited to, receive calls, relay instructions, record calls, coordinate emergency requests, transmit and receive messages between department and other law enforcement agencies, monitor silent alarm systems and computer skills.

**Essential Duties and Responsibilities:**

Receives phone complaints from public concerning crimes and law enforcement emergencies.

Receives 911 calls from public concerning law enforcement and medical emergencies.

Broadcasts orders to police radio patrol units in vicinity to investigate complaint and relays instructions or questions from patrol units.

Records calls broadcasted and complaints received.

Coordinates city and county law enforcement, fire, ambulance, and other emergency requests relaying instructions to units concerned.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm systems to detect illegal entry into business establishments.

Monitor National Weather Alert System phone and activate Mason City Outdoor Warning System when appropriate.

Writes and completes daily activity reports.

Enters warrants and protective orders into computers.

Operates computer terminals and compiles data to produce technical reports for record keeping, type reports, tapes, and other documents.

Prepares master case files and catalogs name file cards.

Monitor all camera's for jail facility and Law Enforcement campus.

May testify in court.

Insures cleanliness of communications center.

### **Supervisory Responsibilities:**

None

### **Qualification Requirements:**

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed as follows are representative of the knowledge, skill, and ability required.

Ability to handle confidential information in a sensitive manner.

Ability to multi-task.

General knowledge of office equipment, including telephone facsimile, photo copier, calculator and shredder.

Proficiency with PC's and computer software and applications.

Excellent oral and written communication skills.

Ability to think and act quickly and calmly in emergency situations.

Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.

Excellent interpersonal communication skills.

Ability to work efficiently with little direct supervision.

Problem-solving skills.

Ability to contribute to a positive work environment.

Ability to render independent and appropriate judgment and decisions.

Ability to represent Cerro Gordo County in a professional manner.

Ability to interact and deal effectively with inmates, staff, associates, professionals, and the general public.

The requirements and duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### **Education and Experience:**

High school diploma or general education degree (GED).

Proficiency in typing and computer skills (45 -50 wpm minimum required).

### **Language Skills:**

Ability to read and comprehend simple instructions, short correspondence and memos.

Ability to write simple correspondence.

Ability to communicate effectively in one-on-one and small group situations to inmates, other employees of the department and others outside of the department.

### **Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standardized situations.

### **Certificates, Licenses, Registrations:**

None

**Physical Demands:**

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.

While performing the duties of this job, the employee is regularly required to walk, stand, extensive periods of sitting; use hands to finger, handle or feel objects, tools or controls; stoop, kneel, crouch or crawl; talk or hear; and taste or smell.

While performing the duties of this job, the employee must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee may be exposed to physical harm caused by an inmate.

The noise level in the work environment is usually moderate.

**Comments:**

Must have a valid Iowa Driver's License and be insurable for driving under county insurance company policies.

Applicant will be subject to psychological screening.

Applicant will be subject to Criminal Background Check.

Applicant will be subject to post offer, pre-employment drug and physical testing.

*Cerro Gordo County 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 prospective employees and incumbents to discuss potential accommodations with the employer. Cerro Gordo County is subject to and has adopted a policy in compliance with the 2008 Smokefree Air Act.*