



Sheriff Lieutenant, Communications (2605)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 21

Safety-Sensitive: Yes

Purpose

The purpose of this classification is to supervise staff and oversee the operations of the Communications Division of the Sheriff's Office. Incumbents in this classification serve as Terminal Agency Coordinator and Local Agency Security Officer to ensure proper communication of crime related information to state and national agencies.

Typical Duties

Supervises regular and temporary staff: participates in hiring process; plans, coordinates, assigns and reviews work of individuals and the team; evaluates training needs and provides instruction; ensures dispatchers complete certification process; conducts monthly staff meetings; schedules staff vacations and approves sick leave; recommends disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; and establishes and promotes employee morale.

Supervises and participates in the receiving and dispatching of emergency and non-emergency voice calls: obtains complete and accurate information concerning the nature and location of incidents; enters information and appropriate codes into dispatch system; provides lifesaving and pre-arrival instructions to callers in emergency situations; monitors condition of deputies on calls; and responds to questions from deputies on specific calls.

Oversees inventory and maintenance of Information Technology Systems and digital equipment: maintains inventory of computers, fax machines, printers, cell phones, etc.; performs routine IT maintenance of communications operating systems and equipment; contacts appropriate vendors when outside services are required; maintains fingerprint machine and Records Management System; supervises or issues computers and phones to assigned deputies; and maintains all related records.

Serves as Terminal Agency Coordinator (TAC): acts as liaison between the Sheriff and the Georgia Crime Information Center (GCIC) for the Criminal Justice Information System (CJIS) on network-related matters; ensures compliance with relevant laws, regulations and policies; administers GCIC Terminal Operator Training Program within Sheriff's Office; maintains documentation verifying GCIC and CJIS related training; reviews GCIC computer entries and printouts for accuracy; enters wanted or missing persons records in GCIC; maintains User ID and passwords for agency personnel who access the CJIS network; and maintains all network related documents, rules, policies, manuals, updates, revisions, and bulletins.

Serves as Local Agency Security Officer: serves as primary information security contact between Sheriff's Office and CJIS Systems Agency which interfaces with the FBI CJIS Division; represents agency in all matters pertaining to information security; disseminates security alerts and other materials; identifies and documents how equipment is connected to the state; ensures the approved and appropriate security measures are in place and functioning properly; assists with information security audits; and informs/remains informed of security incidents and problems.

Supervises and conducts criminal and driver history background checks: performs background checks for employment, licensing, court proceedings, firearms permits, mental health court, churches, and groups working with children; and maintains required records for audit purposes in regards to background checks.

Participates in crisis negotiations: negotiates individually or as part of team to bring about non-violent endings to crisis situations such as hostage situations, barricaded persons, suicide attempts, or other crisis conditions that may occur.

Provides assistance to other local and state agencies as needed.

Performs other related duties as required.

Minimum Qualifications

Associate degree in Law Enforcement or Criminal Justice required; supplemented by five years of progressively responsible experience in law enforcement, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Must possess the following certifications: Georgia Peace Officer Standards & Training (POST), GCIC Terminal Operator, Communication Officer, and GCIC TAC.

Performance Aptitudes

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in critical and/or unexpected situations involving high risk to the organization.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

Created July 2019