

## **Communications Operator**

Botetourt County Sheriff's Office – Fincastle, VA

### **THE BOTETOURT COUNTY SHERIFF'S OFFICE IS A STATE ACCREDITED LAW ENFORCEMENT AGENCY**

#### **Communications Operator with the Botetourt County Sheriff's Office**

##### **Minimum Qualifications:**

- Must be 18 years of age or older.
- High School graduate
- No criminal record.
- Valid Virginia driver's license with good driving record.
- Good credit history.
- Citizen of the United States or have valid proof that citizenship is being sought.

##### **COMMUNICATIONS OPERATOR PRIMARY DUTIES:**

- Answers police lines for the Sheriff's Office and 911 calls for the county
- Serves as a liaison for civilian reports , complaints and officers on patrol
- Analyzes calls for the best way to handle each , what type of information to be obtained from the called and which units should be assigned and logs all information into the computer
- Dispatches police, animal control, game warden and fire and emergency services calls
- Provides emergency medical dispatch pre-arrival instructions to citizens over the telephone and pre-arrival information to the responding rescue units.
- Provides the community with available/needed information via the telephone
- Provides field units with requested information via the radio
- Transmits messages to officers via the radio, phone or in person
- Operates the Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) systems to retrieve and provide requested criminal information for officers
- Obtains warrant information and advises officers about possible wanted subjects
- Tracks and logs all officer activities by time and location via the radio
- Communicates and maintains necessary contact with other agencies through VCIN
- Communicates with the news media
- Operates the Statewide Interagency Radio Systems (SIRS)
- Maintains documentation pertaining to calls received, towed vehicles and security checks
- Operates and monitors the Integrated Flood Observing and Warning System (IFLOWS) computer and alerts county administrator on flood threats within the county

- Operates telecommunications devices for the deaf and recording system for telephones and radio
- Maintains business and street address files
- Performs other duties as assigned by the communications supervisor

## **KNOWLEDGE, SKILLS AND ABILITIES**

The **Communications Operator** will have a general knowledge of computers, knowledge of county geo-political boundaries, major highways, and landmarks; excellent listening skills; excellent communications skills, both written and oral, typing skill of at least 25 wpm with 95% accuracy; ability to proficiently operate all communications center and related office equipment associated with communications operator job responsibilities, ability to monitor several different radios and channels and answer the telephone simultaneously; ability to perform tactfully, courteously and proficiently under the pressures associated with the position, and the ability to perform shift work and shift rotation.

Starting salary (untrained) \$30,500 annually with an increase of 4.56% on first anniversary of employment. An increase in starting salary will be considered for those who possess dispatch certification and experience at time of employment.

### Benefits:

- Health and dental insurance at minimal cost to employee (\$70 per month). Dependent or family coverage available at additional cost to employee.
- Retirement plan under VRS (Currently employee pays no more than 5% towards VRS if not employed prior to 7/1/2010.)
- 457 deferred compensation plan with some county match
- Life insurance
- Workers Compensation
- Holiday Pay
- Leave and sick time accrual
- Uniforms and equipment provided

Please submit a completed Virginia State application, available at [www.botetourtsheriff.com](http://www.botetourtsheriff.com), to:

Botetourt County Sheriff's  
Office P.O. Box 18  
Fincastle, VA 24090

Applications will be accepted until position is filled.