

**SWEETWATER COMBINED COMMUNICATIONS JOINT  
POWERS BOARD**

PO BOX 129, GREEN RIVER, WY 82935

(307)-466-0272 Fax (307)-875-1933



## **Basic Communicator**

### **Definition:**

Under direction, to perform a variety of duties and activities involved in providing public safety communications and Emergency 911 services for Rock Springs, Green River, and Sweetwater County.

### **Distinguishing Characteristics**

This is the entry level in the class series. The employee performs duties under general supervision and works within prescribed standards and procedures. Exceptions or changes in procedures are explained in detail as they arise. The employee initiates routine operational and unit records; has access or possesses information restricted to specific persons and is aware of meaning and consequences of release; release of which could cause consequent legal action; responsible for overseeing materials or equipment requiring minimal servicing and/or occasional accountability. Contact with employees or public is frequent and involves communication of complex information and/or in which considerable tact, patience, pleasant, courteous, and tolerant manner in stress situations is required.

### **Supervision Exercised**

Has no responsibility for supervision, however, may advise and help train new employees.

### **Examples of Important and Essential Duties**

- Receive requests for law enforcement, fire, medical and other emergency and non-emergency assistance; obtain critical information; determine nature, priority, and location of emergency in accordance with policies and procedures.

**SWEETWATER COMBINED COMMUNICATIONS JOINT  
POWERS BOARD**

PO BOX 129, GREEN RIVER, WY 82935

(307)-466-0272 Fax (307)-875-1933



- Alert and/or dispatch appropriate emergency and non-emergency units as necessary; coordinate, direct, monitor, and assist responders in accordance with established procedures using a computer aided dispatch system.
- Maintain contact with all assigned units; maintain status and location of law enforcement and fire field units; coordinate the activities of police personnel and equipment during both routine and emergency situations; provide information and assistance to law enforcement, fire, and EMS units at on-scene locations when requested; secure emergency assistance from other agencies and services as requested.
- Obtain highly confidential and sensitive record information via local, State, and Federal computer systems.
- Testify in court settings concerning criminal and civil cases.
- Maintain security of Communications Center and direct law enforcement personnel to problem areas as needed.
- Operate and maintain complex electronic equipment in a 24 hour work environment.

**Other Job Related Qualifications**

- Perform related duties and responsibilities as assigned.

**Essential Job Related Qualifications**

**Knowledge of:**

- Modern office procedures, methods, and computer equipment.
- Principles and procedures of recordkeeping.
- Principles and practices used in dealing with the public.
- English usage, spelling, vocabulary, grammar, and punctuation

**Skill to:**

- Learn to operate emergency dispatch and communications equipment including radio, telephone, and teletype equipment.
- Operate modern office equipment including computer equipment and software.

## SWEETWATER COMBINED COMMUNICATIONS JOINT POWERS BOARD

PO BOX 129, GREEN RIVER, WY 82935

(307)-466-0272 Fax (307)-875-1933



- Type and enter data at a speed necessary for successful job performance.

### **Ability to:**

- Learn and practice standard radio broadcasting and dispatch procedures and rules.
- Learn the operating characteristics of emergency dispatch and communications equipment including radio, telephone, and teletype equipment and follow the federal, state, and local regulations governing their use.
- Learn, interpret, apply, and enforce the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including penal, vehicle, and law enforcement codes.
- Learn the geography of Sweetwater County, City of Rock Springs, and City of Green River including streets, public buildings, landmarks, businesses, medical facilities, and community centers to ensure proper and rapid response.
- Learn to utilize computer systems to check for warrants, stolen property, and criminal history information.
- Learn to perform responsible emergency dispatch work with accuracy, speed, and minimal supervision.
- Read and interpret street maps.
- Receive and transmit messages properly, rapidly, efficiently, and effectively.
- Work well under pressure, exercise good judgement, and make sound decisions in emergency situations.
- Quickly obtain critical information and prioritize calls.
- Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.
- Analyze situations carefully and adopt effective courses of action.
- Effectively communicate with and elicit information from upset and irate citizens.
- Interact effectively and sensitively with individuals from diverse backgrounds.
- Handle multiple concurrent tasks and manage priorities.
- Speak clearly and distinctly in a well-modulated voice.

**SWEETWATER COMBINED COMMUNICATIONS JOINT  
POWERS BOARD**

PO BOX 129, GREEN RIVER, WY 82935

(307)-466-0272 Fax (307)-875-1933



- Maintain confidentiality of sensitive information.
- Understand and follow oral and written instructions.
- Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

- **Experience**  
One (1) year of responsible clerical experience involving heavy public contact.
- **Training**  
Equivalent to a high school diploma.

**License or Certificate**

- Must meet minimum standards as outlined in Wyoming POST Rules Chapter 2 Section 2, in order to be considered for employment.
- Possession of or ability to obtain within one (1) year the appropriate POST certification issued by the State of Wyoming.
- Possession of or ability to obtain within one (1) year Law Enforcement Telecommunications System Operator certification issued by the Wyoming Division of Criminal Investigation.
- Possession of or ability to obtain within one (1) year certification in emergency medical dispatching, emergency fire dispatch, and emergency police dispatch.

**SWEETWATER COMBINED COMMUNICATIONS JOINT  
POWERS BOARD**

PO BOX 129, GREEN RIVER, WY 82935

(307)-466-0272 Fax (307)-875-1933



**Special Requirements**

Essential duties require the following physical skills and work environment:

- Ability to perform sedentary physical work and to lift and carry 10 pounds.
- Ability to stand, walk, sit, bend, reach, grasp, pinch, push, pull and perform similar body movements.
- Possession of hand/eye/foot coordination adequate to operate telephones, computers, typewriters, radios and console.
- Ability to talk and hear in person, by telephone and two-way radio.
- Ability to see and read instructions in English, view and distinguish accurately characters and colors on a computer screen.
- Must wear a lightweight telephone headset for duration of shift.
- Availability for on-call and shift work; ability to travel to different sites and locations.

Reasonable accommodations may be made for those individuals with qualified disabilities, in accordance with the Americans with Disabilities Act (ADA).