100-100U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
DAS Security Services

POSITION NUMBER 20005736

JOB CODE TITLE Radio Operator

JOB CODE 52431

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Radio Operator

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005734 Security Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
Hours/shifts location may vary, on call 24 hrs./day, 7 days/week

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Works in Security Command Center at 4200 Surface Road, monitors 2-way base station radio & intercom system to communicate with up to 30 staff who regularly report in through field radios: receives scheduled radio reports & other communications from GSD security personnel; dispatches & directs roamers & building personnel & relays instructions from supervisors; monitors 12 Closed Circuit TV screens that feed from cameras located at various locations/state buildings; reports any equipment problems; monitors emergency phone system (e.g. hotline to command center from security locations) & initiates emergency contact list when needed; monitors department's security alarm central station; recognizes problems within this system both locally & remotely & reports problems to supervisors or service technician; maintains a daily log of all activity/alarms that occur during the shift; uses personal computer to download PIPE TOURs.	Knowledge of (1) security practices & procedures*; (2) radio terminology & procedures; (3) Federal Communications Commission rules & regulations governing communication equipment operation*; (4) customer service & phone etiquette. Skill in (5) operation of communications equipment (e.g., 2-way radio base station)*; (6) electronic detection alarm system equipment (e.g., CCTV, VCR); (7) operation of a personal computer & associated hardware/software (e.g., scanner, digital camera, MS Word, Excel, databases, photo processing software & images in JPEG & Bitmap). Ability to (8) work alone on most shifts; (9) communicate clearly & accurately with field staff; (10) recognize problems in security systems & take appropriate action (e.g., initiate emergency contact list); (11) maintain accurate records; (12) monitor multiple CCTV screens for long periods of time; (13) obtain & maintain driver's license as required by shift/assignment; (14) work overtime, weekends & evenings; (15) carry out detailed instructions.
30	Maintains key card access control system: receives pictures via personal computer & e-mail, downloads pictures to printer utilizing photo processing software & images in JPEG & Bitmap; prints & laminates I.D. cards; deletes access from outdates cards; enters coding to grant access for new cards; receives & processes I.D. card request forms at Command Center customer service counter; operates digital camera to photograph personnel for I.D. cards & maintains digital records; controls access to master key cabinet; maintains daily personnel report.	Knowledge of 1*, 2, 3*, 4 Skill in 7 Ability to 8, 9, 11 *developed after employment.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Westhoven/cc

DATE: 12/2/08

apd 12-26-08 cl

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Performs related security & safety functions: administers First Aid & CPR; checks personnel entering & leaving buildings under control of security command center via detection equipment; assists in maintenance of peace & order in/around assigned area; documents call-offs from employees; completes necessary reports; answers telephone inquiries.	Knowledge of 1*, 2, 3*, 4 Skill in 5*, 6, 7 Ability to 8, 9, 10
10	Performs other related duties as required (e.g. working reception at 4200 Surface Road, assisting on-site security) as requested by a supervisor.	Knowledge of 1*, 2, 3*, 4 Skill in 5*, 6, 7 Ability to 8, 9, 10, 11, 12, 13, 14
	This position has been designated as essential.	*developed after employment.

JOB CODE TITLE
Radio Operator

JOB CODE
52431

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE
Jeffrey Westhoenke

DATE
12/2/08

Appl 12-26-08