

TITLE: Communications Officer

E911/7

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for participating in the processing of emergency and non-emergency calls.

MAJOR DUTIES:

- o Answers emergency and non-emergency calls for service; determines the nature of the call; obtains and records vital information.
- o Dispatches calls to the appropriate agency; relays updated information as needed; maintains status of field units.
- o Operates a computer aided dispatch system; enters calls for service; maintains log and updates information; reviews entries for accuracy.
- o Operates the GCIC and NCIC databases; runs background checks; enters appropriate data.
- o Operates county two way radio system and Enhanced 911 system.
- o Maintains center records of units and equipment dispatched.
- o Monitors severe weather alert system; alerts county personnel to severe weather alerts.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of county policies and procedures.
- o Knowledge of law enforcement and Fire/EMS dispatch protocols.
- o Knowledge of the Computer Aided Dispatch system.
- o Knowledge of GCIC and NCIC standards and regulations.
- o Knowledge of emergency communication equipment operation.
- o Knowledge of computers and job related software programs.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Communications Shift Supervisor or Senior Communications Officer assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include the county policy manual; county 911 directives; the county loss prevention manual; EMD instructions; GCIC and NCIC policies and rules; ISO fire standards; NFPA emergency service standards; NFPA National Fire Alarm Code; accreditation standards; FCC regulations; and the Official Code of Georgia. These are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related call management duties. The volume of work and the need to multi-task contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to process emergency and non-emergency telephone calls.. Success in this position contributes to the efficient response to emergency incidents.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, representatives from external agencies, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.

**WORK ENVIRONMENT:** The work is typically performed in a communications center.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) workbook, tests and

certification as a GCIC Terminal Operator within six (6) months of employment and recertification in GCIC every two (2) years.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### MINIMUM QUALIFICATIONS

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain GCIC/NCIC certification.