

JOB TITLE: Communications Officer

911/3

DEPARTMENT: 911, Murray County

JOB SUMMARY: This position is responsible for receiving emergency calls from the public and dispatching the appropriate emergency personnel.

MAJOR DUTIES:

- o Receives, monitors, and dispatches radio communications traffic for public safety agencies throughout the county, including all 911 calls.
- o Receives and screens all incoming telephone calls from the public and other public safety agencies; categorizes and prioritizes calls.
- o Dispatches the appropriate emergency personnel to incident locations; provides emergency medical instructions to callers prior to the arrival of emergency personnel as appropriate.
- o Maintains a continuous log of incoming telephone and radio calls; logs incoming calls for all participating agencies.
- o Enters and edits information on the departmental computer system as required.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of applicable federal, state and local statutes and departmental policies and procedures.
- o Knowledge of the geography and road system of the county.
- o Knowledge of the radio codes used in public safety work.
- o Knowledge of dispatching procedures.
- o Skill in the operation of radio/communications equipment.
- o Skill in the operation of computers.
- o Skill in making decisions accurately and rapidly.
- o Skill in written and oral communication.
- o Skill in dealing with the public.
- o Skill in maintaining records and preparing reports.

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SUPERVISORY CONTROLS: The Director assigns work in terms of general instructions. Completed work is reviewed for the nature and propriety of the final results.

GUIDELINES: Guidelines include federal and state laws, county ordinances, and departmental policies and procedures. These guidelines are clear and specific, but require some interpretation in application.

COMPLEXITY: This position consists of related technical dispatching tasks. The need to respond quickly to emergency situations contributes to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to receive incoming calls and dispatch the appropriate emergency personnel. Successful performance helps ensure the protection of community life and property.

PERSONAL CONTACTS: Contacts are typically with co-workers, representatives of other public safety agencies, representatives of service and support agencies, and the general public.

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

PHYSICAL DEMANDS: The work is typically performed with the employee sitting at a desk. The employee occasionally lifts light objects and operates equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is performed in an office setting that is often noisy.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

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.