

CODE: 3830

GRADE: 11

**THOMAS COUNTY, GEORGIA
JOB DESCRIPTION**

**JOB TITLE: COMMUNICATIONS OFFICER
911 DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs specialized radio and communications work for the County 911 Department, serving as radio dispatcher on an assigned shift. Work involves answering emergency and non-emergency telephone lines for the purpose of collecting data in order to dispatch police, fire, and medical units as they relate to officer and/or public safety. Reports to the Communications Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Answers emergency and non-emergency telephone lines for the city and County.

Determines the nature and/or type of call such as fire, medical, etc.

Relays collected data to proper agency; sends to proper console.

Dispatches proper units such as Zone Officer, Deputy, Fire Department, etc.

Monitors radio; collects and enters data for all pertinent information as it relates to call from beginning to end.

Operates GCIC and NCIC computer; disseminates messages.

Provides assistance to the Training Officer in the instruction and training of new Communications Officers.

Alerts Communications Supervisor and other department heads of any and all major incidents.

Provides medical instruction during EMD calls via 911 when needed.

Calls out special response teams as needed during incidents.

Notifies and dispatches K-9 units, Corner, Animal Control Officer, etc.

Advises Water and Light Department of hazardous outages, etc. when needed.

Notifies and dispatches Arson Investigation and Crime Scene Investigation as needed.

Advises and dispatches Bomb Squad as needed.

COMMUNICATIONS OFFICER

Organizes and maintains communications and dispatch of all units during situations such as hostage, disaster, etc.

Advises and notifies Department of Family and Children Services.

Performs general clerical support tasks such as paperwork, data entry, reports, etc.

Maintains office equipment such as copiers, printers, computers, etc.

Reports any and all equipment problems; notifies proper companies; assists the companies as needed.

Receives and/or reviews various reports and records including GCIC/NCIC hot files, GCIC/NCIC Bolo, GCIC/NCIC teletypes, duty rosters, funeral escorts, house checks, "on call" rosters, vehicle repossession information, outstanding warrant reports, and various other records, reports, memos, correspondence, etc.

Prepares and/or processes various reports and records including GCIC/NCIC hit confirmations, GCIC/NCIC locates, GCIC/NCIC inquiries, GCIC/NCIC hit requests, bank list, event recap reports, shift summary report, GCIC/NCIC driving history, GCIC/NCIC teletypes, GCIC/NCIC bolo, and various other records, reports, memos, correspondence, etc.

Refers to GCIC/NCIC manual, State of Georgia EMD book, "back list" warrants, city directory, 911 files, ANI/ALI system, geo 911 mapping, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of office and specialized equipment such as computer, computerized telephone system, computerized radio system, fax machine, copy machine, printer, alarm system, satellite weather system, manual back up telephone, telephone and radio headsets, etc.

Uses mapping system, headsets, radios, group paging system, security doors, clerical and secretarial supplies, and computer software such as Microsoft Notepad, Interact CAD system, CAD GCIC/NCIC, Vesta, etc.

Interacts and communicates with various groups and individuals including immediate supervisor, officers, Deputies, Firefighters, Emergency Medical Service personnel, superiors, other agencies, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires high school diploma with five to eleven months experience in switchboard operations, or any equivalent combination of training and experience that provides the required knowledge, skills and abilities.

COMMUNICATIONS OFFICER

SPECIAL REQUIREMENTS

Must have successfully completed required courses and certification such as Emergency Medical Dispatch, GCIC/NCIC certification, Communications Officer certification, CPR/First Aid, etc.; may be required to possess additional certification(s) as deemed necessary by the County. Must possess a valid Georgia driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computer terminals, radio panels with hand and foot pedals, copiers, etc. Must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondence, logs, operational manuals, etc. Requires the ability to prepare correspondence, reports, forms, logs, charts, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems; to interpret a variety of instructions furnished in written, oral, and diagrammatic of schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal and medical technology, and emergency response codes.

Numerical Aptitude: Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide. Must be able to utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

COMMUNICATIONS OFFICER

Color Discrimination and Visual Acuity: Requires the ability to differentiate between colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, and in emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and two-way radio equipment.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.