

BANKS COUNTY, GEORGIA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

COMMUNICATIONS OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency law enforcement, fire, or EMS assistance, to clearly relay information for dispatch or transfer calls appropriately, and to maintain logs and records of communications activities.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific duties and responsibilities does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Answers incoming telephone calls from E-911, TDD, cell phones, and 7-digit lines; communicates with children, non-English speaking callers, hearing and speaking impaired callers; receives and transmits information, complaints, and requests for assistance; determines gravity of calls; transfers calls or initiates call backs as necessary.

Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives; gives emergency medical pre-arrival instructions and CPR assistance over the telephone; interacts with highly emotional people who are experiencing death, illness, domestic abuse, child abuse, mental illness, suicide, natural disasters, etc.

Operates radio equipment; communicates effectively and coherently over radio channels using 10-codes and medical terminology; dispatches police and sheriff patrol cars, detectives, rescue squads, wreckers, fire trucks; ambulances, mutual aid, and coroner as needed.

Monitors radio channels; clears unnecessary radio traffic; performs radio checks.

Operates DTN, NOAA radio, and tornado sirens; locates severe weather warnings and watches; receives incoming weather BOLO's; activates or deactivates tornado sirens or takes other appropriate action.

Enters caller and radio information into database or computer aided dispatch system; assigns case/incident numbers; assigns patient numbers.

Operates teletype NCIC/GCIC; enters and retrieves information from computer; modifies, locates, maintains, prints, saves, and/or clears files and records within database.

Provides information and addresses to the public and police as requested; maintains information on pursuits; knows location of units at all times.

Updates City and County locations and phone numbers; interprets and reads maps.

Maintains logs and records of radio activities, police actions, and severe weather information, mutual aid information, and burn permits; prepares and files a variety of reports.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment; relays look-outs and other messages to other counties or agencies.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

Cooperates with federal, state, and local law enforcement agencies and their officers or representatives when activities are related to investigations with City jurisdiction.

ADDITIONAL FUNCTIONS

Takes and relays messages to officers and firefighters, other divisions, or local agencies; disseminates information to various departments and divisions.

Maintains cleanliness of work area; restocks supplies.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by little or no previous experience or training involving dispatching; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must obtain and maintain certification as an Emergency Medical Dispatcher (EMD), 911/TDD, CPR; and the Georgia and National Crime Information Center (GCIC/NCIC).

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Banks County, Georgia is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.