

## LEE COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

**CLASSIFICATION TITLE:            COMMUNICATIONS OFFICER, SUPERVISOR**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform technical tasks in a lead capacity receiving and answering calls by phone or radio, processing requests for law enforcement, fire department and other emergency services and dispatching to appropriate personnel/department for response. Provides emergency assistance to callers as required. Works under stressful conditions. Performs related clerical tasks including answering administrative phone lines as required.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties 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.**

Supervises, instructs, assigns and reviews work of subordinates on assigned shift; maintains and posts work schedules; monitors radio communications and ensures proper response to callers; ensures proper information is obtained and dispatched to proper units; ensures understanding of security and confidentiality of all material and information.

Monitors, receives and responds to department radio communications system, the E-911 system, and other communications equipment; gather appropriate information to dispatch emergency and non-emergency calls related to law enforcement, fire, and other emergency needs.

Receives requests/complaints from the public; determines whether police dispatch is required; notifies supervisors and/or special emergency teams concerning serious calls.

Performs various tasks to assist law enforcement and emergency response; gather information involving vehicle registration, drivers licenses, stolen status on guns, articles, boats, securities, and vehicles; checks wanted and missing status on persons; provides notification of special circumstances including accidents with injuries, wrecker service needs, down lines, structure fires, train derailments, bio-hazards, hostages, and related information.

Monitors other communications media to stay abreast of potential emergency situations; monitors weather stations and band radios; monitors weather computer; provides weather statements over radio; notifies schools of severe weather.

Contacts outside organization and agencies with emergency information; coordinates with agencies and emergency personnel to ensure simultaneous response to emergency or disaster situations; contacts key holders for alarms and un-secure buildings; contacts the railroads with track hazards; notifies cable and phone companies of down lines.

Answers incoming administrative lines; provides assistance and information to callers; takes messages, provides directions, and routes calls; initiates calls to persons upon request.

Assists walk-in traffic with information and guidance.

Performs various routine and non-routine clerical and administrative tasks for the department; maintains a log of all radio traffic; compiles statistical reports; prepares other reports and documents; completes incident case card reports; completes run sheets for EMS, fire department, hospitals, and other agencies.

Operates a personal computer, phone system, fax machine, copier and other equipment as necessary to complete essential functions; operates the GCIC/NCIC database to perform essential tasks; performs routine maintenance.

## ADDITIONAL FUNCTIONS

Performs other related duties as required.

## MINIMUM QUALIFICATIONS

High school diploma or GED; three to five year(s) of experience in a telecommunications or communications officer position; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess certification as a Basic Communications Officer and GCIC/NCIC Operator. Must possess and maintain certification in First Aid and CPR.

## 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 start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

**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 the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## 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 perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Most tasks require the ability to communicate orally in a clear and precise manner.

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

*Lee 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.*