

LEE 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 assistance, and to clearly relay information for dispatch or transfer calls.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers multiple telephone lines; assesses incoming 911 and non-emergency calls; enters emergency call data into computer for dispatch or transfers/connects calls to appropriate department, extension, service, or agency.

Maintains conversation with caller to obtain/verify pertinent information and to provide comfort until assistance arrives; makes welfare checks on 911 hang ups.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels; notifies others, such as ambulances, wreckers, and utilities, when services are requested/required.

Contacts various other departments to resolve problems such as street lights being out, downed street signs, roadway debris, and power outages.

Monitors multiple radio frequencies often while answering/handling phone calls or other radio frequencies and responding to in-person requests for services or records; monitors alarm systems at specific locations.

Maintains officers', fire, EMS, and other responding units' activities status at all times to ensure safety of personnel involved including those working accidents, fires, hazardous incidents, and breaks.

Provides the general public with directions and referrals, answers to citizen complaints and concerns, and any other information requested regarding the community or situation.

Enters/retrieves a variety of data into/from GCIC/NCIC, CAD (Computer Aided Dispatch), and/or in-house computer; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually on entry cards when computer is out of service.

Performs computer background checks on criminals; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides information from computer database as requested by police officers.

Operates telecommunications device for the deaf; performs pager, phone, and/or radio knock out tests as required.

Prepares extra patrols and out of town alerts.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Maintains assorted logs detailing daily activity including wrecker service, warrants, CAD system dispatching, message, GCIC/NCIC entries/retrievals of information, facsimiles and teletypes.

Performs administrative support duties such as replenishing various forms, changing computer paper, shredding confidential material, disseminating information to various departments, and pulling entry cards for validation.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and improve job performance; assists with training new dispatchers.

Performs clerical support tasks which may include sending facsimiles, making photocopies, locating telephone numbers and addresses, and researching and contacting business/residence call-outs as necessary.

Completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of this position; maintains files and administrative records.

Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations within city jurisdiction.

ADDITIONAL FUNCTIONS

Takes and relays messages to officers, other divisions, or local agencies; places calls for officers and supervisors.

Substitutes for co-workers in temporary absence of same; calls in additional personnel as necessary to maintain adequate manpower during shift.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED required; some experience preferred but not required. Must obtain and maintain State of Georgia Telecommunications, Emergency Medical Dispatch, Cardiopulmonary Resuscitation (CPR) certification. Must obtain and maintain Basic Communications Officer Certification within in six (6) months of hire date. Must obtain and maintain GCIC/NCIC Certification within six (6) months of hire date, and preference will be given to candidates with current certification. Must pass a background investigation.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions 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. May include counting, recording of counts, and basic measuring.

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 the judgment, decisiveness and creativity required 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 moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require oral communications ability.

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, Lee County, Georgia will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.