



COUNTY OF FLUVANNA
Invites applications for the position of:
Communications Team Lead

SALARY: \$17.25 to \$21.56 Hourly rate/Rate is negotiable depending on qualifications

OPENING DATE: 7/1/2021

CLOSING DATE: Open until filled

DESCRIPTION:

The County of Fluvanna is recruiting for the position of Communications Team Lead. This is a full-time position in our E911 Center. The Communications Team Lead performs intermediate-level technical work on an assigned shift dispatching law enforcement, fire/rescue, and other personnel in response to emergencies. This position serves as a shift leader and mentors for Communications Officers. Supervision is exercised in the absence of the Communications Supervisor.

EXAMPLES OF DUTIES:

- Receives calls assesses the emergent nature of calls and dispatches appropriate personnel and equipment, and creates a log of each call received
- Assists with training and serves as a mentor for new Communications Officers
- Assists with developing training procedures and techniques
- Monitors performance and coaches Communications Officers
- Monitors and corrects CAD reports for completion and accuracy
- Assists with debriefing after high-stress, traumatic, or multi-jurisdiction calls
- Works on other assignments as required
- Ability to efficiently operate an office, computer equipment, and communications consoles
- Knowledge of Fluvanna County, including prominent businesses, buildings, parks, and landmarks
- Thorough knowledge of Communications Officer responsibilities
- Clear and concise communication skills
- Ability to execute data entry at a reasonable speed
- Ability to remain calm and reassuring during stressful situations
- Ability to assign, instruct, and review work of Communications Officers



PHYSICAL DEMANDS:

- Position requires typical office/sedentary work requiring exertion of up to 10 pounds of force occasionally
- Work requires reaching, fingering, grasping, and repetitive motions
- Vocal communication is required
- Work is performed indoors in a climate-controlled environment
- Work may be performed in a stressful environment stemming from receipt of emergency response calls

REQUIRED QUALIFICATIONS:

- High School Diploma or equivalent
- 2 years of experience in an Emergency Communications Center or related field
- Minimum of 1 year of experience with Fluvanna County E911
- No documented disciplinary action within the past 12 months
- Possession of Basic Communications Officer Certification
- Possession of VCIN A/B Operator Certification

SUPPLEMENTAL INFORMATION:

The position is open until filled.

Please Note: All County employees may be required to report to serve our customers during emergency conditions. While some will perform their regular duties, others may be assigned to report at a different time and location and to perform different duties from their regular jobs. Employees will either be deemed essential personnel and provide services that must continue regardless of or according to a state of emergency or will be deemed nonessential personnel that will be required to report to work in an emergency if they receive an assignment to shelter duty or other duty.

#6212 Communications Team Lead

APPLICATIONS MAY BE FILED ONLINE AT:

www.fluvannacounty.org

132 Main Street Palmyra, VA 22963

(434)591-1900 jobs@fluvannacounty.org

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