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| \\fluvdomain\library\08-Pix and Graphics\Seal - County\Fluvanna Seal - Color and Transparent-5.gifFluvanna County, VirginiaE911 CenterJob Description |
| **COMMUNICATIONS OFFICER** |
| **Job Class #:** | 6211 |
| **Pay Grade:** | 10 |
| **Category:** | Full-time, with Benefits |
| **FLSA Status:** | Non-exempt |
| **Reports To:** | Communications Supervisor |
| **SUMMARY** |
| Performs intermediate skilled clerical and responsible technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under the regular supervision of the Communications Supervisor. |
| **ESSENTIAL FUNCTIONS** |
| Receiving, classifying, processing and dispatching all emergency and nonemergency calls for service utilizing computer-aided dispatch and other computer-related systems; assisting public with informational requests; forwarding other calls to appropriate person and performing data entry; must be able to work all shifts.* Receives law enforcement, fire, rescue and related service requests and calls.
* Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals.
* Dispatches emergency and non-emergency equipment and personnel where and when needed.
* Receives and forwards informational requests, complaints and other calls for County departments and other agencies.
* Receives and transmits messages by radio and maintains radio log.
* Operates teletype terminals on NCIC/VCIN networks; monitors VCIN computer; provides information to officers; inputs and retrieves data.
* Keeps in telephone contact with caller when situation dictates.
* Serves as training officer for new personnel as qualified.
* Call-back coverage required for call-outs.
* Must be able to work all shifts (no exceptions).
* Performs general custodial duties in assigned areas.
* Performs related tasks as required.
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| **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES** |
| * General knowledge of the methods of operating the communications system.
* General knowledge of radio and teletype procedures.
* General knowledge of the geography of the County and location of important buildings.
* Ability to type and enter data at a reasonable rate of speed.
* Ability to speak distinctly.
* Ability to solve problems within scope of responsibility.
* Ability to deal courteously with the public under stressful conditions.
* Ability to establish and maintain effective working relationships with associates and the general public.
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| **ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING** |
| * Any combination of education and experience equivalent to graduation from high school.
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| **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS** |
| This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. |
| **SPECIAL REQUIREMENTS** |
| Possession of or ability to obtain Communications Officer certification within one year of employment. Possession of or ability to obtain VCIN certification within six months of employment. |
| **POST OFFER REQUIREMENTS** |
| * Criminal Background Check
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| **Department Head****Recommended:** | **HR Manager****Approval as to Form:** | **County Administrator****Recommended:** | **Board of Supervisors****Approved:** |
|  |  |  | Dec 12, 2017 |