Fluvanna County, Virginia
E911 Center
Job Description

**COMMUNICATIONS OFFICER**

<table>
<thead>
<tr>
<th>Job Class #:</th>
<th>6211</th>
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<tbody>
<tr>
<td>Pay Grade:</td>
<td>11</td>
</tr>
<tr>
<td>Category:</td>
<td>Full-time, with Benefits</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-exempt</td>
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<td>Reports To:</td>
<td>Communications Supervisor</td>
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**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.

**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.
ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

• Any combination of education and experience equivalent to graduation from high school.

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, finger ing, 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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<tr>
<th>Department Head Recommended:</th>
<th>HR Manager Approval as to Form:</th>
<th>County Administrator Recommended:</th>
<th>Board of Supervisors Approved:</th>
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