



Fluvanna County, Virginia
E911 Center
Job Description

COMMUNICATIONS OFFICER I

Job Class #:	6211
Pay Grade:	13
Category:	Full-time, with Benefits/Part-time no benefits
FLSA Status:	Non-exempt
Reports To:	Communications Supervisor and/or Communications Team Lead

SUMMARY

Performs intermediate skilled clerical and responsible technical work dispatching law enforcement, fire, rescue, and other equipment and personnel usually in response to emergencies; does related work as required. Work is performed under the regular supervision of the Communications Supervisor and/or Communications Team Lead

ESSENTIAL FUNCTIONS

Receiving, classifying, processing, and dispatching all emergency and non-emergency calls for service utilizing computer-aided dispatch and other computer-related systems; assisting the public with informational requests; forwarding other calls to the appropriate person and performing data entry; must be able to work all shifts.

- Receives law enforcement, fire, rescue, and related service requests and calls.
- Receives and properly classifies Emergency Medical calls and provides medical direction by following designated EMD program protocols.
- Operates radios, telephone switchboards, 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 the caller when the situation dictates.
- Call-back coverage is required for callouts or emergencies.
- 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 the 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 the scope of responsibility.

<ul style="list-style-type: none"> • Ability to deal courteously with the public under stressful conditions. • Ability to establish and maintain effective working relationships with associates and the public. 			
ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING			
<ul style="list-style-type: none"> • Any combination of education and experience equivalent to graduation from high school. 			
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS			
<p>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, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas using 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 essential tasks.</p>			
SPECIAL REQUIREMENTS			
<ul style="list-style-type: none"> • Ability to obtain Communications Officer Certification within one year of employment. • Ability to obtain VCIN certification within 3 months of employment. • Ability to obtain EMD (Emergency Medical Dispatch) certification and any mandatory related courses within one year of employment • Ability to obtain NIMS ICS 100 and 700 within 30 days of hire. • Ability to obtain CPR within 6 months of employment. • Ability to complete the required on-the-job training program and work independently within one year • Ability to complete all needed continuing education requirements for retention of certifications. 			
POST OFFER REQUIREMENTS			
<ul style="list-style-type: none"> • Criminal Background Check 			
Department Head Recommended:	HR Manager Approval as to Form:	County Administrator Recommended:	Board of Supervisors Approved:
March 1, 2023	March 1, 2023	March 1, 2023	April 5, 2023