



POSITION DESCRIPTION

DEPARTMENT: BARTON COUNTY COMMUNICATIONS

POSITION TITLE: COMMUNICATIONS OFFICER I

GRADE: 3

EMPLOYMENT CATEGORY: Full Time

STATUS: Non Exempt

REPORTS TO: COMMUNICATION OFFICER, II, COMMUNICATIONS SUPERVISOR, 911 DIRECTOR

POSITION SUMMARY:

Under the supervision of the employee's shift Communications Supervisor, the Communications Officer I performs specialized work in receiving and dispatching messages in the 911 center. The employee in this position is responsible for the operation of dispatch radios, computers, 911 and administrative phone lines, the telecommunication device for the deaf (TDD), and will receive and dispatch messages, a portion of which will be of an emergency nature.

Employee does not have budgetary control of department, but does participate in the annual department budget process, by making suggestions for needed equipment or improvements.

FUNDAMENTAL JOB DUTIES:

- Uses appropriate phraseology and radio codes, has the ability to understand multiple voice transmissions, develops competency in the procedures and operation of two way radio, maintains continuous contact with emergency responders, recognizes radio defects and reports malfunctions, and gives Federal Communication Commission (FCC) call signs in compliance with FCC regulations.
- Learns and utilizes proper techniques for receiving and making emergency and non-emergency calls using 911 equipment. Recognizes phone equipment defects and malfunctions and reports them appropriately.
- Learns to send, receive and operate Open Fox, National Crimes Information Center National Law Enforcement Telecommunications System (NCIC NLETS) and Kansas Criminal Justice Information Systems (KCJIS) systems, using proper codes and formats. (To include running Interstate-Index-Inquiry (III), KCJIS background checks, sending teletypes. Monitors teletypes from the National Weather Service and broadcasts them as required.
- Learns and utilizes proper techniques for utilizing Enterpol Computer Aided Dispatch (CAD) and RMS. Become proficient in taking calls and making cards, logging locations of officers and information the officer's request in a timely and accurate manner.
- Gains and maintains certification in NCIC, Cardiopulmonary resuscitation (CPR)/First Aid, Emergency Medical Dispatch (EMD), Defensive Driving and Incident Command System / National Incident Management System (ICS/NIMS) Courses 100, 200, 700 and 800.

- Performs other related duties as assigned. Operates a variety of office equipment, to include computers and fax machine. Provides referrals to the public and utilizes positive public contact. Maintains confidentiality with all job related functions.

EDUCATION:

High School diploma or GED required. Supplemental courses in computer entry preferred. Certification in NCIC is required within the first six (6) months of employment. Certification in Emergency Medical Dispatch procedures and Cardiopulmonary Resuscitation CPR is required within the first year of employment.

EXPERIENCE / SKILLS:

Employee is expected to have acquired the necessary information, skills and certifications to perform the job accurately within six months of hire.

Ability to quickly develop general knowledge of law enforcement communication procedures, mathematics and computer applications. Ability to operate a computer, with a minimum keyboarding proficiency of 45 words per minute. Ability to become proficient with the teletype, radio communications and other related communication equipment. Ability to read and interpret area maps. Ability to think clearly and respond quickly, accurately and calmly in high stress, emergency situations. Ability to speak clearly and correctly, using the English language. Coordinates communications between agencies and mobile units and must be able to dispatch multiple units under emergency conditions. Must possess auditory acuity to enable radio and telephone communications. Must possess visual acuity to read computer monitors. Must Pass security background check and drug screen. Must possess and maintain a valid, Kansas driver's license.

PHYSICAL REQUIREMENTS / ABILITIES:

Must be able to work effectively in a team environment, working in close proximity to co-workers for extended periods of time. Frequent contact with other city/county departments and continual contact with the general public. **Must be able to work shift work to include nights, weekend and holidays as scheduled, and rotate every 90 days.**

Problem solving exists in this position. Problems include handling citizen concerns and complaints. Must be able to multi task to a high level. Must be able to handle high stress situations and varying pace of workloads.

Frequent decision making exists in this position. Decisions include handling crisis situations while dispatching and sending the correct personnel and equipment to the scene of accidents, crimes, or other calls.

WORKING CONDITIONS / ENVIRONMENT:

Infrequent hazardous and dangerous situations may arise in working this position.

Light work in that the worker sits most of the time. Strong inter-personal communications skills required. Conveying and receiving detailed or important instructions and information to and from the general public. Sustained movements of the wrists, hands and/or fingers in typing or otherwise working, primarily with the fingers rather than the whole hand or arm. Ability to hear 25 decibels or less at 500hz; 4,000 Hz; and points in between, as well as to accurately interpret what is heard. Visual acuity that is correctable to 20/20.

These specifications should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job function. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

I have reviewed this job description and I can perform the essential functions of this position, with or without, reasonable accommodations. I have also received or have been offered a copy of this job description.

Employee Signature _____ Date ____/____/____

Department Head Signature _____