

Department:	Emergency Communications Center (ECC)	Pay Grade:	17
Reports To:	Lead Communications Officer or Communications Officer III	FLSA Status:	Nonexempt
Last Revised:	11/2008	Last Reviewed:	11/2008

GENERAL STATEMENT OF DUTIES

Performs responsible technical work dispatching police, fire/rescue, equipment and personnel, This position is in a "trainee" capacity, learning the duties of the Communications Officer. Receives and transmits a variety of radio and telephone messages and learns to dispatch equipment and personnel to specific locations. The work is fast paced work and requires decision making following department guidelines. Performs other duties as assigned.

ESSENTIAL JOB FUNCTIONS

- Answers emergency and non-emergency telephone lines for the ECC.
- Analyzes calls for the best way to handle each, what type of information to be obtained from the caller and which units should be assigned.
- Provides the community with available/needed information via the telephone.
- Dispatches field units to scenes of emergency and relays information from citizens and other units over the 2 way radio system
- Provides field units with requested information, such as call history, incident numbers, DMV information, via radio. Gains familiarity with the Statewide Interagency Radio Systems (SIRS).
- Operates the Virginia Criminal Investigative Network (VCIN) and National Crime Information Center (NCIC).
- Sends and receives teletypes from other jurisdictions/agencies and reads necessary teletypes over radio as a response or as requested by an officer.
- Uses Computer Aided Dispatch to route personnel and equipment to the scene of emergencies. Writes all calls (telephone and radio) on appropriate cards when Computer Aided Dispatch is down.
- Transmits messages to officers via phone, in writing, or in person.
- Serves as a liaison for civilian reports, complaints, and officers on patrol.
- Receives and handles calls from news agencies.
- Completes appropriate forms, pertaining to calls received (i.e., burn permits, house check forms).

POSITION REQUIREMENTS/PREFERENCES

Education	<u>Required:</u> High School diploma or equivalent.
Experience	<u>Preferred:</u> Some work experience with Police and/or Fire and Rescue.
Certifications/ Licenses	Upon hire, must become certified to operate the Virginia Criminal Investigative Network (VCIN) and the National Crime Information Center (NCIC).
Knowledge, Skills and Abilities	<ul style="list-style-type: none">▪ General knowledge of computers and peripherals.▪ Knowledge of county geo-political boundaries, major highways, and landmarks.▪ Ability to type at least 25 wpm with no errors.▪ Ability to understand and follow written and oral directions.▪ Skill operating all communications center and related office equipment associated with ECC responsibilities.▪ Ability to wear and use a headset.▪ Ability to work effectively with others in person and using communications equipment.▪ Ability to perform tactfully, courteously and proficiently under the pressures associated with the position often dealing with hostile and/or rude persons.▪ Ability to speak clearly on telephone and radio▪ Ability to use active listening skills and extract pertinent information from a caller or other information source.▪ Ability to talk on the radio and phone at the same time in addition to performing computer functions (multi-tasking).
Additional Requirements	Subject to a complete criminal history background search with acceptable results. Must also be able to perform the job as described in the Physical and Environmental Demands section of this job description. Job requires shift work, shift rotation and overtime assignments.

OVERALL PHYSICAL STRENGTH DEMAND

SEDENTARY	Lift and/or exert force up to 10 lbs. occasionally or insignificant weights frequently; sitting most of the time.
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PHYSICAL DEMANDS

C = Continuously 5.5 to 8+ hours daily F = Frequently 2.5 to 5.5 hours daily O = Occasionally Up to 2.5 hours daily R = Rarely Less than 1 hour per week N = Never Never occurs

Code	Physical Demand	Code	Physical Demand
O	Standing	F	Sitting
F	Walking	R	Lifting
R	Carrying	R	Pushing/Pulling
O	Reaching	R	Handling
F	Fine Dexterity	R	Kneeling
R	Crouching	N	Crawling
R	Bending	R	Twisting
R	Climbing	N	Balancing
C	Vision (Color vision; close to medium distance correction required)	C	Hearing
C	Talking	O	Foot Controls (driving, operation of equip, etc.)

ENVIRONMENTAL FACTORS

D = Daily W = Several Times Per Week M = Several Times Per Month S = Seasonally R - Rarely N = Never

Code	Health and Safety	Code	Environmental Factors
R	Mechanical Hazards	N	Dirt and Dust
N	Chemical Hazards	N	Extreme Temperatures
N	Electrical Hazards	N	Noise and Vibration
N	Fire Hazards	N	Fumes and Odors
N	Explosives	N	Wetness/Humidity
N	Communicable Diseases	N	Darkness or Poor Lighting
N	Physical Danger or Abuse		

PRIMARY WORK LOCATION

Office Environment

MACHINES, TOOLS, EQUIPMENT, WORK AIDS

Standard office equipment, Computer, Fax, Telephone.

PROTECTIVE EQUIPMENT REQUIRED

None