

JOB DESCRIPTION

COMMUNICATIONS OFFICER

TRAINEE

GENERAL DESCRIPTION

The communications officer is responsible for receiving all calls to the Communications Center, analyzing the calls, and determining the appropriate need for response. He /she notifies county law enforcement, fire and/or ambulance personnel of requests for service, and follows through on all responses. He /she answers to the Director, or his designee. The Communications Officer Trainee is not an exempt employee.

EXAMPLES OF WORK

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The Washington Yuma Combined Communications Center reserves the right to modify or change the duties or essential functions of this job at any time.

Clerical and custodial duties.

Answers telephone for:

- Law Enforcement
- Fire Departments
- Ambulance Services
- Public Works

Advises all personnel of the above agencies' requests for service or response, and monitors responders by radio and telephone.

Keeps accurate records of all calls for responders as to date, time, location and status.

Passes along all appropriate information received from sources other than radio or telephone (i.e. teletypes and correspondence) to the proper agencies and / or personnel.

Monitors Center security-- doors, video cameras, etc.

Keeps accurate and complete records of personal work schedules.

Properly briefs relief personnel of current situations, status of all on duty personnel, and location and status of emergency response equipment. In turn, is properly briefed at beginning of shift.

Monitors status of all center equipment such as radio consoles, telephone equipment, logging recorder, computer, scopes, alarm systems, and all other equipment in the Center. Performs minimal maintenance. Reports all need for maintenance or repair to the Director.

Monitors supplies used by the center staff. Informs Director or designee of needs.

Keeps personal work area neat and organized. Replaces supplies as needed.

Performs other duties as necessary and assigned.

EDUCATION

Minimum of high school diploma or GED equivalent.

OTHER REQUIREMENTS

Communications officers shall:

Be able to multitask efficiently.

Speak clearly and distinctly at all times.

Be able to remain calm, think clearly, and react swiftly in an emergency.

Possess a working knowledge of the geography of Washington-Yuma Counties and the surrounding areas, as these are the areas covered by the agencies served at the Center.

Have a thorough knowledge of CCIC / NCIC, responsibility, and function of the agencies served.

Be familiar with all equipment and operations of the Center.

Be able to establish and maintain working relationships with all other staff members of the Center.

Pass a background investigation.

Pass a written / oral examination (s) as required.

Be a minimum of 18 years of age and a U.S. citizen.

Be willing and able to work rotating shifts, weekends, and holidays.

Be willing to attend workshops, seminars, or training functions to advance his / her skills and knowledge at the Director's request.

EXPERIENCE AND TRAINING:

Must be able to read, understand, and follow directions, as well as communicate effectively.

Must be able to keyboard at a rate of at least 30 words per minute.

Must be able to pass Priority Medical Dispatch training.

Must be able to pass and certify in CPR.

EQUIPMENT USED:

Computers, telephones, radio consoles, fax machines, weather stations, paging encoders and other dispatch related equipment.

PHYSICAL REQUIREMENTS:

Ability to conduct activities involving extensive sitting.

Ability to grasp and manipulate office equipment, hand tools, and similar other tools and materials.

Ability to conduct activities involving stooping, kneeling/ bending, crouching, twisting, and reaching on a moderate basis.

Ability to participate in routine conversation in person or via telephone and radio.

Ability to work on computers for substantial amounts of time.

Ability to lift 40 pounds to waist high level and hold for 30 seconds.

ENVIRONMENTAL CONDITIONS:

The majority of this position's duties are performed in an indoor or protected environment. The incumbent may be exposed to noise, mechanical, and electrical hazards, or other related conditions associated with an office environment. The Communications Center has many computers and related hazardous conditions due to multiple computer screens.