

City Of Morrow

Job Description

JOB TITLE: Communications Officer II

STATUS/GRADE: Non-Exempt / 14

DEPARTMENT: Communications

JOB SUMMARY:

The Communication Officer performs specialized radio and communications work that involves receiving and dispatching 911 emergency and non-emergency requests for police, fire, and Ems assistance. The Communication Officer maintains close contact with emergency responders providing support requirements as needed.

MAJOR/ESSENTIAL DUTIES:

*This list is not absolute or restrictive, but indicates approximate duties and responsibilities that may be redefined pursuant to operational needs.

- Answer 911 emergency and non-emergency calls from the public and law enforcement agencies utilizing a variety of communication devices such as telephone, radio, and teletype;
- Processes and evaluates information received, prioritizes calls and dispatches required units and/or agencies;
- Furnishes emergency medical pre-arrival information and instruction in life threatening situations according to Emergency Medical Dispatch Protocol System;
- Obtain pertinent information, classify, and prioritize calls to establish and coordinate the proper public safety response;
- Efficiently operate multiple communication devices and computer terminals concurrently to insure swift and appropriate response to calls;
- Processes more than one incident at a time;
- Assists other call receivers as necessary when not occupied with primary call answering or dispatch duties;
- Has completed and passed all mandated training, testing, and probation;
- Monitor status of field units to ensure officer safety and availability;
- Efficiently operate computer terminal connected to Georgia Criminal Information Center (GCIC), National Crime Information Center (NCIC), a variety of local, regional, and state databases to obtain and relay essential information to emergency responders;
- Utilize Computer Aided Dispatch System (CAD) to promptly and accurately record data from all calls for service;
- Enters and maintains warrants and other GCIC related material;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

- Stays informed of departmental policies, procedures, and regulations;
- Performs other duties as needed.

KNOWLEDGE REQUIRED FOR THE POSITION:

- Knowledge of public service activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of Fire and EMS terminology and procedures;
- Knowledge of geography for the City of Morrow, Lake City, and surrounding areas;
- Knowledge of English language for spelling and proper word usage.

SKILLS:

- Skill in multi-tasking;
- Skill in observing situations analytically and objectively and relaying details accurately;
- Skill in communicating using two-way radio and telephone equipment;
- Skill in operating a variety of communications equipment effectively;
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Skill in remaining calm, showing empathy, conveying reassurance and to instill confidence in the caller that your demeanor will result in proper response to their needs

ABILITIES TO:

- Ability to speak to people with poise, voice control, and confidence;
- Ability to act and think clearly in an emergency;
- Ability to listen and focus on essential conversation(s) with a large amount of internal and external background noise;
- Ability to show initiative and independent thinking within procedural boundaries;
- Ability to establish and maintain effective working relationships with Police, Fire, EMS, other city employees, outside law enforcement agencies and the public;
- Ability to type 35 net words per minute while listening and conversing simultaneously;
- Ability to meet attendance schedule with dependability and consistency;
- Ability to report/stay on duty for up to four (4) hours before or after normal work shift if ordered or requested to;
- Ability to get to work at odd times: days, evenings, nights, weekends, and holidays;
- Ability to successfully complete a comprehensive training program.
- Ability to work in a confined environment for eight to twelve hours at a time;
- Ability to work under high stress, emotionally charged environment. Must take information from callers who may be excited, abusive, foulmouthed, incoherent, drunk or hysterical.

GUIDELINES: This position uses Emergency Medical Dispatch Protocol System, GCIC, NCIC, CAD, Fire and Police terminology and procedures for determining actions.

COMPLEXITY: This employee is required to learn and understand information from routine to very complex, involving the need for extensive research, decisions considering many different sources, and detailed communication. Employees in this position must be able to make independent responsible judgments quickly and accurately. This position must be able to maintain calm in emergency situations.

SCOPE AND EFFECT: Requires the ability to compare and/or judge the readily observable, functional, financial, structural, or compositional characteristics of data, people, or things.

PERSONAL CONTACTS: Contacts will be with City employees including, but not limited to, Fire and Police personnel, and with the general public.

PURPOSE OF CONTACTS: Requires the ability to deal with people beyond giving and receiving instructions. This position must be able to listen, instruct, direct, and persuade contacts. They must be adaptable to performing in stressful situations when confronted with contingency and/or non-routine situations.

PHYSICAL DEMANDS:

- Must be physically able to operate equipment including computer terminals, radio panels with hand and foot pedals, copiers, etc;
- Must be able to coordinate hands and eyes rapidly and accurately in using CAD equipment;
- Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move things;
- Must be able to perform light work which requires walking or standing to a significant degree;

WORK ENVIRONMENT: This work is typically performed while sitting at a desk/console, listening, typing and talking on the phone with intermittent standing, walking, bending.

SUPERVISORY RESPONSIBILITIES: None

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- At least 18 years of age
- Must be able to perform essential duties
- Ability to type 35 net words per minute
- No felony conviction or conviction of an offense that would be a felony if committed in Georgia
- Minimum one (1) year experience in the public safety field

PREFERRED QUALIFICATIONS: