

Campbell County Job Description

Job Title: Communications Officer I
Department: Public Safety
Reports To: Communications Officer III
Grade: 13
FLSA Status: Non-Exempt
Prepared By: R. David Laurrell
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Approved By: *R. David Laurrell*
Approved Date: February 24, 2004

SUMMARY

Under routine supervision of Communications Supervisor. Performs diversified duties and responsibilities demanding the use of numerous and various types of procedures. Problems encountered are routine to difficult in nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receives citizen complaints and dispatches appropriate personnel in response including fire, rescue, and law enforcement;
- Receives and disseminates information via telephone, radio and computer system;
- Uses Emergency Medical Dispatch protocol to classify Emergency Medical Services calls, provide patient advice, and relay pre-arrival instructions;
- Accesses records and other information from a variety of sources including, but not limited to, teletype and computer terminals;
- Maintains accurate logs of all events;
- Conveys information to public concerning fire, rescue, and law enforcement;
- Answers phones and handles requests for assistance;
- Changes recording tapes;
- Files appropriate records and written information;
- Operates under periods of extreme stress;

SUPERVISION EXERCISED

No supervisory responsibility

EDUCATION

Requires graduation from high school or completion of GED equivalent.

EXPERIENCE

Requires one year experience in telephone and radio operations

INTERPERSONAL CONTACTS

Frequent interpersonal contacts both within and outside the organization.

RESPONSIBILITY AND ACCOUNTABILITY

The position has frequent exposure to risk situations; the impact of the incumbent's decision(s) minimally affect the operation of the organization.

WORK ENVIRONMENT

The work site is indoors where no hazardous conditions are prevalent.

PHYSICAL DEMANDS

Work involves minimal physical strain

OTHER SKILLS AND ABILITIES

General knowledge of dispatching procedures;

General knowledge of the geography of the County and location of major landmarks;

Ability to type at a reasonable speed;

Ability to work with the public in an effective and efficient manner;

Ability to speak English distinctly; work under pressure; read maps and determine locations; pass a basic fire and rescue vocabulary course; to use sound judgment; to acquire and relay information accurately.

General understanding and ability to utilize the county's adopted software platform.

CERTIFICATIONS, LICENSES, REGISTRATIONS

Successful completion of Basic Dispatch School and Virginia Criminal Information Network certification within twelve months of employment;

Emergency Medical Dispatch certification within twelve months of employment.

QUALIFICATIONS DESIRABLE