

Washington County, Georgia
Emergency Management Agency
Communications Officer (Dispatcher)

GENERAL NATURE OF WORK

This is an entry-level position responsible for receiving and dispatching emergency and non-emergency calls to the appropriate party. The individual obtains GCIC data for officers and monitors officers' safety and whereabouts. The position is also responsible for monitoring multiple phone lines and coordinating emergency response using available technologies and databases. The work is performed under the supervision of the 911 Director.

EXAMPLES OF WORK

Essential Job Functions:

Receive and dispatch emergency and non-emergency calls to the proper department.

Log all calls into the CAD system.

Access and interpret data pertaining to GCIC/NCIC as required.

Monitor and check on officers' welfare.

Give BOLOS to the county and surrounding counties when needed.

Coordinate information between different shifts.

Additional Job Functions:

Monitor the weather and notify officers.

Keep work area and dispatch room clean after shift.

Fax CAD reports to other agencies.

Perform additional duties as required.

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES

Ability to multitask, maintain composure, and prioritize multiple demands in stressful situations.

Skill and dexterity in the operation of radio and telephone systems.

Good organizational skills.

Knowledge of laws, policies, rules, and regulations involving E-911 Communications.

Ability to communicate clearly and listen carefully; must have strong interpersonal skills.

Knowledge of use of office equipment including computer, monitor, keyboard, mouse and phone equipment; requires the manual dexterity to operate them.

Ability to type, talk, hear and the ability to distinguish colors.

SUPERVISORY RESPONSIBILITY

None—No work group leadership or supervisory responsibilities.

FISCAL RESPONSIBILITY

Limited to no fiscal responsibility.

WORKING CONDITIONS

Generally good working conditions with no external exposure to harm or danger. Occasional exposure to mentally stressful situations.

Physical Demands—Exerts up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

TRAINING AND EXPERIENCE

Completion of a standard high school GED, or its recognized equivalent.

This job requires less than one year of training and experience.

NECESSARY SPECIAL REQUIREMENTS

GCIC Certification.

Communication Officer POST Certification.

Security and Integrity Certification.

TAC Certification.

Shall meet all requirements of changing state and local laws in regards to qualifications and duties of this position.

May require additional training and education as a condition of continuing employment.