


JEFFERSON COUNTY
Job Description

Job Title: **COMMUNICATIONS OFFICER**
Department: JEFFCOM 9-1-1
Reports to: JEFFCOM Director
FLSA Exempt: No
HIPAA: Level 3
Union: Teamsters
BBP: No
Salary level: See Contract
Location: JEFFCOM 9-1-1 Center at Port Hadlock
Approved by: Human Resource Manager 
Approved date: June 2009

SUMMARY:

This is responsible time sensitive work involving the transmission and accurate relay of radio and telephone messages and requests for police, fire, and emergency medical and other services.

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

Receives, transmits and records police, fire and emergency medical calls; dispatches police, fire and medical units to the scene of accidents.

Records time, location, and nature of calls for assistance.

Accurately enter data into the ACCESS computer system, and routinely process warrants and civil papers as required.

Reads a map to determine an exact location of an incident and which agency needs to respond.

Must make rapid, accurate decisions.

Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish the priority, nature and location of an emergency or other request for service.

Makes decisions that affect the outcome of other public safety services. Deals with sensitive information in a discreet and professional manner by maintaining confidentiality.

Receives information (complaints or otherwise) by telephone, radio or automatic alarm.

Operates computer terminals and associated equipment to perform a variety of primary and support functions. Operates two-way radios, telephone equipment, typewriters, logging recorders, computer terminals, and radio paging and console equipment.

Maintains radio contact with operating law enforcement units; maintains status and current information on all police unit dispatches.

Maintains radio contacts with all active fire department or district units; maintains status and current information on all department or district units in or out of service.

Assists in testing radio frequencies. Periodically makes routine announcements and relays messages via radio.

Assists other dispatchers as necessary and when not occupied with primary duties or if occupied with duties of a lower priority.

Performs additional duties and related work as directed.

Trains other employees as required or directed.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES: To perform the job successfully, an individual should demonstrate competency in the following:

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.,

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

Quality Management - Demonstrates accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organizations goals and values.

Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional

resources; Sets goals and objectives: Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner: Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness: Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner: Works quickly.

Safety and Security - Observes safety and security procedures: Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment: Manages competing demands; Changes approach or method to best fit the situation: Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time: Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions: Keeps commitments: Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Generates suggestions for improving work.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year college or technical school in police or fire dispatching; or one (1) year of experience as a police and/or fire dispatcher; or equivalent combination of education and experience.

Applicants must qualify from a typing test at forty-five (45) words per minute net with 95% accuracy..

Employees may be subject to "call back" on short notice.

Regular and consistent attendance is a condition of continuing employment.

LANGUAGE SKILLS:

Must read and speak the English language coherently. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Read English

rapidly and understand clearly what is read. Write English rapidly and maintain legibility.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Internet Explorer software; Windows operating platform software and MS Word Processing software; Experience operating computer terminals/keyboards.

OTHER KNOWLEDGE, SKILLS AND ABILITIES:

Must be able to work shift work encompassing a 24 hour day, seven day week; inclusive of days, evenings, nights, weekends and holidays. Ability to work rotating shifts or fill-in shifts assigned by the Director or his/her designee.

Knowledge of the geography of all agencies served including the location of streets, important structures and landmarks; the locations of police and fire departments, their personnel and equipment; all law enforcement, fire department/district, and ambulance response boundaries.

Knowledge of the types and uses of police and fire department equipment and the ability to dispatch and allocate personnel and equipment for a variety of emergency and routine situations.

Skill in operating computer terminals, telephone, office and radio equipment; receiving and transmitting agency and public calls for assistance.

Ability to work with the public in stressful situations. Ability to remain calm, show empathy, convey reassurance and instill confidence in the caller that the Dispatcher's demeanor will result in proper response to their needs.

Ability to take information from callers who may be excited, abusive, foul mouthed, incoherent, drunk or hysterical.

Ability to condense large amounts of information into readable, sensibly typed remarks and recollection of numerous acronyms and codes essential to various situations.

Ability to maintain a positive customer service attitude at all times with the public, user agency

members, co-workers and supervisors.

Ability to consistently think clearly and act quickly in a wide variety of emergency situations.

Ability to speak English and enunciate clearly, possess an excellent vocabulary and verbally communicate at a rapid speech rate.

Ability to record names and numbers rapidly and accurately and to quickly recall details and essential information.

Ability to work multiple time sensitive tasks and issues in response to visual and sound stimuli with a high degree of accuracy.

Ability to work as a "team" member and establish good working relationships.

Ability to work rotating shifts; 10 hour or longer shifts, sometimes without breaks and without smoking.

Ability to work up to twelve (12) hours at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and be able to still hear and understand other outside sound sources not coming from the earpiece.

Ability to read and discern visual images on a variety of media, to include small liquid crystal displays offering very little bright/dark contrast, standard monochrome CRT display screens, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and/or color which indicates the status of electronic function.

Ability to hear and clearly understand English over telephone and radio circuits.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Washington State Driver's License with a driving record free of serious or frequent violations and ability to maintain a valid license.

Ability to successfully complete various required training classes and obtain certificates necessary for functional skills performance, maintenance and improvement.

Must pass a thorough background investigation which includes being fingerprinted.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, talk or hear and to reach with hands and arms. The employee frequently is required to use hands to finger, handle or feel objects. The employee is occasionally required to climb or balance, and to stoop, kneel, crouch or crawl.

Individuals must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a confined environment under high stress.

Individual must sit while observing a computer display screen under low lighting conditions for long, uninterrupted periods of time; must be prepared to stay in the Center for the full scheduled shift. Uninterrupted lunch and other breaks are not guaranteed.

Individual must have adequate hearing and visual acuity to successfully perform duties.

The noise level in the work environment is frequently loud.