

JOB DESCRIPTION:

TITLE: Communications Officer

DEPARTMENT: JeffCom

REPORTS TO: Shift Supervisor

GENERAL STATEMENT: In a multi-jurisdictional dispatch center, and under general supervision, employees will answer 9-1-1 and other emergency telephone systems, and perform radio dispatch of operational and emergency police, fire, and medical calls for assistance. Employees perform a wide variety of computer transactions and records functions related to dispatching fire, medical, and law enforcement activities.

EXAMPLES OF DUTIES:

The following duties are not inclusive of all duties. The communications officer performs other related duties as required or directed.

Operate computer aided dispatch system (CAD). Operate emergency TDD for hearing-impaired caller.

Answer "9-1-1" phone lines (Enhanced 9-1-1 system) and regular phone lines, both emergency and routine calls; obtain information for and assign priorities to calls for service and refer to proper authority. Handle multiple duties at one time and prioritize duties according to the nature of the request. Monitor radio in-center and phone traffic simultaneously.

Operate Law Enforcement and Fire consoles; monitor, dispatch, and maintain location and status on all in-service and on-call law enforcement, fire, medical personnel and equipment. Handle encoder operation, off-duty call-up, and multiple responses.

Read City and County maps accurately and quickly. Maintain familiarity with major roads, streets, hospitals, schools, churches, buildings, and other landmarks in Jefferson County. Relay complicated information to road units in a brief yet complete manner immediately.

Deal effectively with upset, confused, hostile, or hysterical people by phone.

Work in a confined secure area with no outside contact. Remain in work area for assigned shift including lunch and breaks with the majority of the time at the dispatch consoles.

Work with concentration despite any distractions, interruptions or problems. Deal with sensitive (confidential) information in a discreet and professional manner. Remain alert, calm, and courteous under extreme stress situations. Work shift work under high stress conditions. Work closely with others in a compatible and mutually supportive way in a teamwork concept.

Respond to telephone requests from, and relay information between, various public agencies using a variety of equipment.

Record information and maintain required logs, run cards, and other forms of paper records management during periods of computer down time.

Appear for scheduled work with regular, reliable, and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience, and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

May be required to work over 40 hours in a workweek.

Monitor security closed circuit television cameras.

Perform other related duties as assigned.

QUALIFICATIONS:

General: 18 years of age at time of application
No disqualifying criminal history or drug use
Ability to multi-task and process information quickly
Ability to make appropriate decisions under stressful conditions
Have good oral and written communications skills
Have the ability to speak English clearly and distinctly at all times
Work rotating shifts including weekends and holidays.

Education: High school graduate or GED

Experience: Experience as a 9-1-1 operator or emergency service dispatcher in a public service agency is desired
Type 35 wpm accurately
Possess a valid Washington State driver's license at the time of appointment, or the ability to obtain one within thirty (30) days, and a driving record acceptable to the County's Risk Manager.

AUDIOMETRIC TESTING: No hearing loss in excess of 25 decibels in the speech frequency range of 500, 1,000 and 2,000 Hz in either ear.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS: Work is performed in a high security, high stress/activity communication dispatch center, which is a confined secure area with no outside contacts. The employee must remain in this work area for the assigned shift, including lunch and breaks, and able to work closely with others in a compatible and mutually supportive way in a teamwork concept. The majority of time is spent at the dispatch consoles and requires sitting for long periods of time, exposure to CRT's and high noise levels and sounds, i.e. tones and surrounding conversations. The employee must use telephone-operator type headsets, have the ability to type information into a computer terminal, and precisely hear voices and respond orally in a clear manner.

KNOWLEDGE AND ABILITIES:

Knowledge of: Computer literacy is desired.

Ability to: Exercise good judgement. Make sound decisions. Apply common sense under stressful and emergency conditions. Make quick, accurate decisions affecting life and/or property. Understand and retain legal data and computer formats. Remain alert, calm, courteous, and professional under extreme stress situations. Work shift work that may require various shifts and irregular hours. Work effectively under high stress conditions.