

Camden County Sheriff's Office
Position Description
Communications Officer I

Department: 911
Job Title: Communications Officer I
Reporting to: Captain – 911; Sergeant – 911 Corporal – 911
FLSA Status: Non-Exempt
Date Prepared: March 3, 2014

Job Summary:

Camden County E-911 dispatches for Camden County Sheriff's Office, Camden County Fire Rescue, Kingsland Police and Fire Departments, St. Marys Police and Fire Departments. Camden County E-911 serves a population of approximately 55,000, and averages approximately 220,000 calls for service per year. This position is responsible for receiving emergency and non-emergency calls from the public while simultaneously dispatching the appropriate emergency personnel to incident locations based on agency defined protocols, priority of calls, call types, and agency jurisdiction. Receive, monitor, and input radio communications for Police, EMS, Fire, and Sheriff's Office into Computer Aided Dispatch software.

Essential Duties and Responsibilities:

- Operate a multi-line telephone console system and a Telephone Device for the deaf. Responsible for answering 6 Emergency Lines and 8 Non-Emergency Lines.
- Receive, screen, categorize, and prioritize emergency and non-emergency calls for service requiring law enforcement, emergency medical services, or fire department services for citizens of Camden County.
- Provide emergency medical, emergency fire and emergency police instructions to callers prior to the arrival of emergency personnel as appropriate.
- Receive, monitor, and input dispatch radio communications for Police, EMS, Fire, and Sheriff's Office throughout the county.
- Dispatch the appropriate emergency personnel to incident locations to include, but not limited to Sheriff, Police, Fire, Ground and Air Ambulances, drug investigators, criminal investigators, animal control units, utility crews, water sewer departments, coroner, funeral homes, chaplains, search and rescue, K-9's, Coast Guard, Cumberland Island National Park Rangers, Department of Transportation, Public Works, Road Department, Georgia State Patrol, and Department of Natural Resources.
- Monitor a two way radio communications and enter emergency and non-emergency data into computer aided dispatch software, and maintain constant contact with emergency personnel.

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- The ability to make rapid and accurate decisions in accordance with policies and procedures in stressful and non-stressful situations.
- Notify or Reroute calls to the appropriate Public Safety Answering Point (PSAP) that fall outside of Camden County's jurisdiction.
- Notify other departments or agencies as needed for assistance.
- Maintain security and integrity of the office and of GCIC files.
- Enter and modify information into local, state, and national databases i.e. missing/wanted persons, stolen property, protection orders.
- Monitor email.
- Monitor critical incidents / weather notification system.
- Monitor video surveillance.
- Send page notifications to personnel.
- Maintain familiarity with the Standard Operating Procedures and appropriate manuals that provide thorough knowledge of Multi-Agency Communications Center operations and procedures.
- The ability to interpret maps, and provide directions to public safety responders.
- The ability to multi-task in high paced environment.
- The ability to listen actively and speak clearly.
- The ability to wear a phone headset while on duty.
- Maintain a positive customer service attitude.
- The ability to work effectively in a disciplined environment with close supervision and carry out lawful orders according to policies, procedures, standard operating guidelines, state and federal laws .
- Work rotating shifts that include days, nights, weekends, holidays, extended shifts and mandatory on call.
- Participate in training exercises.
- Make outbound calls to RUOK participants.
- Perform other related duties as assigned.

Education, Experience and Certification Requirements:

- High School diploma or possession of an acceptable equivalency diploma.
- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession or ability to readily obtain GCIC/NCIC Certification.
- Possession or ability to readily obtain CPR Certification.
- Possession of or ability to readily obtain a valid driver's license for the type of vehicle or equipment operated.

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- Possession of or ability to readily obtain Emergency Medical Dispatch Certification, Emergency Fire Dispatch Certification, and Emergency Police Dispatch Certification through National Academies of Emergency Dispatch.
- Possession of or ability to readily obtain Basic Communications Officer Certification.
- O.C.G.A. 35-8-8 and POST Rule 464-14-.02 requires that candidates be found, after examination by a licensed physician or surgeon, to be free from any physical, emotional, or mental conditions which might adversely affect his/her exercising the powers or duties of a Communications Officer.
- Minimum of 18 years of age.

Knowledge/Skills/Abilities:

Knowledge in:

- Applicable federal, state, and local statutes and department policies and procedures.
- Regulation and Procedures of state and national crime information centers.
- Radio codes used in public safety work.
- Boundaries and geography of Camden County.
- Standard operating procedures for various agencies.
- Computer networks, operating systems, hardware, and software applications.

Skills in:

- Operating a computer and standard office equipment.
- Typing rapidly and accurately.
- Dealing with the public and emergency response service personnel
- Knowledge in collecting, organizing and analyzing diverse information in order to decide upon an appropriate and reasonable course of action, especially in emergency situations.
- Maintaining records and preparing reports.
- Interpersonal relations.
- Oral and written communication.

Abilities in:

- Written and oral comprehension and expression.
- Attend and successfully complete all required training.

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Skill Requirements: (required for job)

X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software	X	Written communication
X	Retrieve and compile information	X	Public speaking/group presentations
X	Maintain records/logs	X	Research, analyze and interpret information
X	Verify data and information	X	Basic mathematical concepts.
X	Organize and prioritize information/tasks	X	Operate office equipment.
X	Investigate, evaluate, recommend action	X	Multi-task

Physical Requirements: (required for job)

X	Sitting for extended periods	X	Writing
X	Reading	X	Typing
X	Extended periods viewing computer screen	X	Hearing
X	Speaking Clearly	X	Ability to wear headset
X	Distinguishing between shades of color	X	Lifting/carrying up to 20 pounds various items.
X	Repetitive Motions	X	Pushing/Pulling
X	Bending/Stooping	X	Reaching/Grasping

Hazards: (required for job)

X	Housekeeping and/or cleaning agents.	X	Normal Office environment
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Employee Acknowledgement:

I have reviewed and understand the requirements stated in this Position Description.

Employee's Signature

Employee's Printed Name

Date

Note: The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that may be incumbent upon, expected or asked to perform. The omission of specific statements of duties or responsibilities does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.