

E-911 Communications Officer Trainee

Grade: 7A1

Reports to: Lieutenant, Sergeant,
and Training Officer (During Training)

Department: E-911

Classification: Non-exempt

Date Approved: 07/19/2019

Job Summary: This position is a training position for promotion and appointment to the position of Communications Officer I which involves radio dispatching and operating communication instruments and coordinating emergency communications for the county. The employee is responsible for making decisions based on established policies and procedures.

Essential Functions: The following statements describes the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may be required to perform other duties as assigned, including working in other functional areas to cover absences, relief, or shift openings to equalize peak work periods or otherwise to balance the work load, shift openings and skill strength of personnel.

- Receives, relays, and/or transmits routine and emergency calls to police, fire, and other public safety agencies and units via multiple types of communications equipment.
- Maintain a computerized log of radio transmissions, telephone calls, and other pertinent information and facts for input into a COMPUTER AIDED DISPATCH (CAD) SYSTEM
- Prepares and types a variety of reports.
- Operates approved equipment in an approved manner.
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch
- Enters and modifies information into local, state and national computer databases
- Monitor and respond to a variety of technical systems and alarms

Additional Responsibilities

- Maintains confidentiality of sensitive information.
- Performs other work assignments as directed.
- Maintaining neat organized work areas
- Light Cleaning Duties

Initial Requirements

- High School Graduate or GED obtained
- Ability to pass Criminal and Driver History background check.

- Ability to meet standards for P.O.S.T (Peace Officer Standards and Training) Certification.
- Be a US Citizen or legally authorized to work in the United States.
- Be of good moral character and honorably represent Meriwether County Government in the community.

Knowledge, Skills, & Abilities Required for Job Performance:

- The ability to develop and maintain cooperative, courteous and professional relationships with fellow employees, representatives from other departments, and supervisors
- Ability to use multiple computers, displays, keyboards in an efficient manner.
- Ability to speak clearly and concisely under stressful situations.
- Ability to deal with the public in a courteous and tactful manner.
- Ability to operate equipment effectively for efficient job completion.
- Ability to make decisions quickly and accurately.
- Ability to learn and apply public safety regulations and procedures.
- Ability to use logic and reasoning to reach conclusions and approaches to problems
- Ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- Ability to follow instructions both written and verbal.
- Ability to establish priorities and pass on information as needed
- Ability to maintain security of facility by following security policies and procedures for facility.
- Ability to operate a county owned vehicle safely and within the safety guidelines of the Meriwether County Personnel Policy Manual.
- Ability to pass the Meriwether County E911 Communications Officer training program within 6 months, State of Georgia Basic Communications Officer Certification Course, all Computer Based Learning requirements, and become NIMS compliant.

Working Conditions / Physical Demands:

- Work is conducted in the Meriwether County E911 / Communications Center which is sometimes noisy. The nature of the work is to gain and exchange information for the delivery of emergency services.
- Nature of the work can be stressful and requires the ability to maintain focus, alertness and composure under stressful and emotional situations. This work requires the ability to follow instructions and directives in a structured environment.
- Nature of the work and service provided requires the ability to work nights.
- This job requires light cleaning duties during non-busy periods such as mopping, sweeping, vacuuming, removal of trash, and light lifting of objects/equipment up to 30 pounds in weight.