

## **E-911 Communication Operator**

**Grade:**

**Reports to:** Lieutenant

**Department:** E-911

**Classification:** Non-exempt

**Date Approved:**

**Job Summary:** This position involves radio dispatching and clerical work 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:**

Receives, relays, and/or transmits routine and emergency calls to police, fire, and other public safety agencies and units.

Maintain a log of radio transmissions, telephone calls, and other pertinent information and facts for input into a computer system or established information system.

Monitors police, fire, and 911 calls as required.

Maintains incident reports of complaints.

Prepares and types a variety of reports.

Operates approved equipment.

### **Additional Responsibilities**

Maintains confidentiality of sensitive information.

Performs other work assignments as directed.

### **Knowledge, Skills, & Abilities Require for Job Performance:**

Practical knowledge of office procedures.

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.

Meriwether County: 2010

**Working Conditions/ Physical Demands:**

Work is usually conducted in a dispatch call 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 and composure under stressful and emotional situations. This work requires the ability to follow instructions and directives in a structured environment.

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.