

**CHEROKEE COUNTY GEORGIA
POSITION DESCRIPTION**

TITLE: COMMUNICATIONS OFFICER

GENERAL DESCRIPTION

The essential function of the position within the organization is to dispatch emergency services in response to calls for assistance. The position is responsible for answering emergency and non-emergency radio and telephone calls, dispatching appropriate emergency services, operating NCIC/GCIC terminals, providing information to law enforcement and other emergency-response personnel, assisting coworkers, and maintaining related records. The position works under direct supervision of the Shift Supervisor.

PRIMARY DUTIES

Answer emergency and non-emergency telephone lines.

Record essential information relating to job functions in Computer Aided Dispatch system

Dispatch units from appropriate agencies such as Law Enforcement, Fire and Emergency Services, or other emergency response agencies.

Monitor and respond to radio communications from field units such as Law Enforcement and Fire and Emergency Services

Respond to citizen requests and decide on appropriate course of action.

Receive and record information in reference to complaints on public safety personnel to be relayed to the appropriate supervisor.

Provide assistance to emergency services personnel by answering questions, running criminal history information, or performing other related services.

Maintain current knowledge of county main thoroughfares, access routes, and construction-in-progress to assist emergency personnel in reaching assigned destinations. Will require the ability to read and decipher electronic and printed maps.

Provide first responder emergency medical dispatching instructions to citizens in compliance with applicable guidelines and regulations as necessary.

Maintain CAD records and phone recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal action.

Communicate with non-English speaking persons through the use of the AT&T Language Line.

Attend technical or professional classes to improve skills and to maintain or achieve certification

DESIRABLE QUALIFICATIONS

Requires high school diploma or GED from an accredited school system

Fluency in languages, in addition to English, desired but not required

CERTIFICATES, LICENSES, AND REGISTRATIONS

Requires a valid State of Georgia Driver's License and satisfactory Motor Vehicle Record

Basic Communications Officer certification within six months of hire

Georgia Crime Information Center Computer Operator certification within six months of hire

Emergency Medical Dispatch and CPR certification

Incident Command System (ICS) 100, 200 and 700 certificates

KNOWLEDGE, SKILLS, AND ABILITIES

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 one-on-one with customers and employees of the organization

Ability to apply common sense understanding to carry out detailed written or oral instructions.

Ability to deal with problems involving a few concrete variables in standardized situations

Requires some judgment in selection of procedures, methods, tools, and/or equipment necessary for one's own work to accomplish tasks

Ability to maintain composure in stressful situations and to remain calm during emergencies

Ability to multi-task in a fast paced environment

Knowledge of the principles, practices, and procedures of Cherokee County and the operations and functions of Cherokee County E 9-1-1

Knowledge of software relevant to the position

Skill in written and oral communications

Ability to operate standard and specialized office and communication equipment/machinery, which may include a computer, calculator, copy machine, telephone, etc

Ability to train new hire personnel as needed

AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, and considerable dexterity in operating office equipment

UNAVOIDABLE HAZARDS

The position is exposed to no unusual environmental hazards.

SENSORY REQUIREMENTS

The position requires normal visual acuity and field of vision, hearing and speaking.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Cherokee County is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

APPROVAL

Agency/Department Director

Date

I acknowledge receipt of this Position Description

Employee Signature

Date