



E911 Communications Officer, CTO (2086)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 14

Safety-Sensitive: Yes

Purpose

The purpose of this classification is to be responsible for training new personnel and providing refresher training to existing personnel, as well as a variety of clerical duties associated with radio dispatching. Duties also include answer emergency lines, dispatch emergency calls, and provide radio and weather monitoring support.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Conducts new-hire training: prepares, distributes, reviews and assigns training programs and materials; conducts training sessions to include Computer Aided Dispatch (CAD), mapping, National Incident Management Systems (NIMS), and other E911 operations and procedures; monitors and assists trainees during call handling and ensures compliance with policies and procedures; assists with unusual/difficult situations; tracks and tests progress of the trainee; reviews results with trainees; and writes reports regarding the same.

Conducts recertification and continuing education classes and in-house workshops: monitors and evaluates recertification and continuing education needs of each employee; determines training needs; schedules training and or registers employees for training; conducts training sessions; and maintains and submits training documentation as required.

Answers incoming emergency and non-emergency voice and Telecommunication Device for the Deaf (TDD) calls from the public: determines nature of call and correct signal and/or code; simultaneously enters information into the Computer Aided Dispatch (CAD) System; and advises supervisors of all priority calls.

Provides lifesaving and pre-arrival instructions to callers in emergency medical situations: remains available to callers while units are in route; and checks medical status.

Dispatches the appropriate agency personnel to scene through use of radio and CAD System: coordinates multi-unit and multi-jurisdictional response calls; maintains awareness of available response units; dispatches calls to available units; maintains contact with response units to provide information and instructions regarding emergencies; and assists in the coordination of correct response.

Monitors multiple radio frequencies: listens for various needs, such as calls of distress, calls for directions, and calls with situational updates; and responds with communication assistance to other agencies and responders as needed.

Makes emergency contact with cell phone companies: determines which cell phone carrier is used by caller; solicits caller information from carriers regarding phones used for emergency calls; verifies own identity to carriers through faxed paperwork; and may need to stay in constant contact with carrier for updated location information.

Utilizes computer to enter and retrieve data/information related to police, fire, and emergency medical service activity.

Provides weather updates to public safety personnel and first responders: monitors weather and emergency management networks for weather notices; communicates via radio updated weather statements and warnings to designated personnel; keeps a list of downed trees, power lines and closed roads; and communicates with the Public Safety Director, the National Weather Service and the local newspaper.

Contacts complainants, alarm companies, wreckers, utility companies, and other agencies: provides information and directions regarding emergency situations; confirms warrants at the request of law enforcement officers; relays information regarding located, recovered, or stolen articles; and relays other information as required.

Makes and distributes recordings: records 911 calls; sends requested recordings to law enforcement; retrieves specified recording from the CAD system; and completes documentation before releasing recording.

Provides related duties in support of Center operations: answers non-emergency calls for Public Safety; occasionally interacts with the public at the Emergency Operations Center; maintains cleanliness in the 911 work area; updates database as necessary to record new or changed addresses and other caller information; makes updates to maps when new roads are added; makes minor equipment repairs and checks radio room equipment for alarms; and ensures the correct companies are alerted if alarms are activated.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required, with vocational or technical training in emergency communications; supplemented by three years of experience in emergency communications; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain the following certifications: CPR, Emergency Medical Dispatch, and Communications Training Officer (CTO).

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide semi-formal training to others in specific areas using furnished teaching materials.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. Includes counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

Created July 2019