



BUTTS COUNTY

Communications Officer E911

E911/4

JOB SUMMARY

This position is responsible for responding to calls for services and dispatching support.

MAJOR DUTIES

- Answers, screens, categorizes and prioritizes calls received.
- Responds to emergency calls; determines location and nature of emergency; dispatches appropriate emergency personnel in response to calls for service; communicates with field units.
- Dispatches non emergency support including animal control and public works.
- Operates a variety of communications equipment includes radio consoles, telephones, and computer systems.
- Maintains detailed call and radio logs.
- Records appropriate information in GCIC and NCIC databases; responds to requests for information and retrieves federal and state database information and messages.
- Conducts regular equipment and weather alert systems.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of related local, state, and federal laws.
- Knowledge of emergency response management and medical service operations.
- Knowledge of County geography.
- Knowledge of computers and job related software.
- Skill in the response to emergency situations.
- Skill in utilizing specialized communications equipment and software.
- Skill in oral and written communication.
- Skill in interpersonal relations.

SUPERVISORY CONTROLS

The E911 Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results

GUIDELINES

Guidelines include County and department policies and operating procedures, Federal Communications Commission and Georgia Crime Information Center guidelines, and related federal, state, and local laws. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related communication duties. The necessity of working during emergency situations contributes to the complexity of the position.
- The purpose of this position is to dispatch support in response to calls for service. Success in this position helps ensure efficient call response and public safety.

CONTACTS

- Contacts are typically with coworkers, other County employees and agencies, law enforcement personnel, first responders, vendors, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table and intermittently standing or walking. The employee occasionally lifts light objects, uses tools or equipment requiring a high degree of dexterity and distinguishes between shades of color.
- The work is typically performed in an office and exposes the employee to noise.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education, or a combination of education, experience and skills that meet the prerequisites of the position.
- 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 of or ability to readily obtain GCIC/NCIC certification.