



LEE COUNTY, GEORGIA

Classification Specification

Communications Officer II (7020)

FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide on-the-job training to newly hired Communications Officers, to answer and process emergency and non-emergency calls through the E-911 Communications Center, and to dispatch emergency personnel and first responder.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Serves as an on-the-job training specialist: assists in training policies and procedures for Communications Officer I job requirements; monitors calls for and ensures compliance with policies and procedures; assists with unusual/difficult situations; tracks progress of the trainee; and writes reports regarding the same.

Monitors, instructs, and participates with trainee in answering 911 emergency and non-emergency calls: determines nature of the call and correct signal and/or code; enters information into the Computer Aided Dispatch (CAD) System; and advises supervisors of all priority calls.

Answers incoming emergency and non-emergency voice and Telecommunication Device for the Deaf (TDD) calls: determines nature of call and correct signal and/or code; 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 systems: coordinates multi-unit 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 to emergencies.

Utilizes computer to enter and retrieve data/information related to police, fire, and emergency medical service activity: retrieves and relays information from the Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC), such as driver's license, weapon registration, vehicle tags, article identification numbers, date of birth, etc. to law enforcement personnel.

Identifies incorrect or outdated information contained in the CAD: prepares and completes update forms for changes of street names and/or addresses; and submits to supervisor for verification.

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

Testifies in court as needed: may be called to testify as the owner of a voice on an E911 recording and/or to be a witness that a call was received.

Performs various clerical and administrative tasks in support of department operations: answers incoming administrative lines and greets visitors; provides assistance and information; takes messages; routes calls; and initiates calls to persons upon request.

Maintains a comprehensive, current knowledge and awareness of applicable regulations, policies and procedures; maintains an awareness of new equipment, procedures, trends and advances in the profession; participates in continuing education activities; and attends shift meetings, workshops and seminars as appropriate.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: prepares, completes, receives, reviews, processes, forwards or retains, as appropriate, various forms, reports, incident reports, radio traffic logs, incident reports, run sheets, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Communicates with supervisor, law enforcement personnel, firefighting and emergency medical services personnel, other County employees, other public safety agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates and utilizes a variety of equipment to complete essential functions: operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment, as necessary.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year 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 Licenses or Certifications Required: Must possess and maintain Basic Communications Officer and GCIC/NCIC Operator certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential

functions and learn, comprehend, and apply all County or departmental policies, practices, and procedures necessary to function effectively in the position.

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 work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

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; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional 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.

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:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, 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.

Lee County, Georgia is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.