



PRINCE GEORGE COUNTY, VIRGINIA

July 2018

COMMUNICATIONS OFFICER

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate skilled clerical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under regular supervision. This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving, classifying, processing and dispatching emergency and non-emergency calls for service utilizing E-911, emergency medical dispatch, business telephone system, computer-aided dispatch and other computer-related systems; assisting public with informational requests; forwarding other calls to appropriate person and performing data entry.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Receives law enforcement, fire, rescue, animal control and related service requests and calls;
- Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals;
- Dispatches emergency and non-emergency equipment and personnel where and when needed;
- Receives and forwards informational requests, complaints and other calls for County departments and other agencies;
- Receives and transmits messages by radio and maintains radio log;
- Operates VCIN computer;
- Prepares and maintains public safety computer records;
- Maintains familiarity with operating procedures of agencies served;
- Keeps in telephone contact with caller when situation dictates;
- Maintains required certifications related to performance of duties;
- Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; general knowledge of word processing programs including keyboarding skills; ability to operate standard office, personal computer and related equipment; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some communications experience.

SPECIAL REQUIREMENTS:

Must complete Basic Dispatch School and obtain VCIN Certification within first year of employment.