

## **LABETTE COUNTY POSITION DESCRIPTION**

**POSITION TITLE: Communications Officer I**

**REPORTS TO: 911 Director**

**DEPARTMENT: Labette County Emergency Communications**

**PART TIME 20 hrs or more per week Full Time 30 hrs per week**

**FLSA STATUS: Not exempt**

**PAY RANGE: 14**

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### **JOB SUMMARY:**

The Communications Officer performs specialized work in receiving and dispatching messages in the 911 center. The employee in this position is responsible for the operation of dispatch radios, computers, 911 and administrative phone lines, the telecommunication device for the deaf (TDD), and will receive and dispatch messages. Receiving and transmitting emergency radio and telephone calls and dispatching needed emergency personnel and equipment under stressful conditions brought about by the volume, urgency, and required accuracy of the communications.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Communications Officers are responsible for the safety of all deputies, city officers, EMS personnel, and fire personnel.
- Establish a good working relationship with team members and department contacts in order to maintain and continuously strive to improve the level of overall service being provided.
- Answer emergent and non-emergent calls, obtain information from callers and determine type of action to achieve successful problem solution.
- All pertinent information relayed to the dispatcher via radio or phone must be logged into the computer aided dispatch (CAD) system.
- Transmit and receive information on the following radio frequencies: Sheriff, Countywide, County fire/EMS, including paging of fire, EMS, 800 State Mutual aid system and weather spotters as needed.
- Monitor other radio frequencies including: Parsons Police Dept, Kansas Highway Patrol and transmit on these frequencies as needed.
- Maintain knowledge of policies, protocols and procedures for reporting incidents, phone numbers of pertinent persons, businesses, hazardous materials, emergency operations, and police officers for agencies in Labette County.
- Labette County Emergency Communications is in service 24 hours/7 days a week. Therefore employees must be willing and able to work evening, midnights, weekends and holidays as scheduled.

- A Communications Officer I must exhibit the ability to contribute to the public service objectives of the agency and get along with the public, employees, management and other agencies with whom s/he must work.
- Dispatchers are also responsible for any job the 911 Director, Deputy Director, or 911 Supervisor assign.
- This position and the essential duties and responsibilities set out herein must be performed in a high stress environment.

## **MAJOR ACCOUNTABILITY:**

**OFFICER SAFETY** is of utmost importance. Responsibilities include receiving and relaying pertinent information via radio to officers. Also expected to memorize:

- protocols and procedures
- all officer names, numbers and location of residence
- radio 10 codes and dispositions
- basic mapping and layout of the county and cities

## **EMS AND FIRE**

Dispatch is responsible for receiving and dispatching all EMS and Fire Calls for the county, using Emergency Medical Dispatch and Emergency Fire Dispatch. EMS and Fire units include Labette Health EMS from 2 Locations (Parsons, Oswego), Parsons Fire Department, 9 volunteer fire departments, 7 1<sup>st</sup> responders departments. Dispatch is also responsible for dispatching all weather related incidents (storms, tornados, floods, snow and ice related incidents).

## **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individual must be able to pass Criminal background check, Drug screening, Physical, and Audio logical Test (hearing test).

## **EDUCATION AND/OR EXPERIENCE:**

High school Diploma or equivalent (GED)

Basic knowledge of computers (word, excel), the ability to become knowledgeable with in-house computer programs.

Job includes some travel to attend necessary training courses.

**MANAGEMENT SKILLS :**( if applicable)

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, legal documents, directives, flow charts, and produce manuals.

Ability to speak effectively on the radio, phone, before groups of customers and employees of organization.

**LISTENING SKILLS:**

Ability to interpret oral instructions.

Ability to comprehend radio traffic, and phone conversation.

**WRITING SKILLS:**

Ability to write routine reports and correspondence. This often needs to be done under high stress situations and in a rapid method.

**READING SKILLS:**

Ability to interpret oral directives and correspondence.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standard situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must maintain a valid Driver's License. Must complete and maintain an Emergency Medical Dispatch and Emergency Fire Dispatch certification. Must complete and maintain NCIC (National Criminal Information Center) certification. Must complete basic NIMS Training to 700 level. Must complete and maintain CPR certification.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Continuously required to stand, walk, sit, and use hands and/or fingers to handle, or feel objects, tools, keyboards or controls. Frequently required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and talk or hear. Occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required are close vision, distance vision, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those any employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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Signature

Date

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9-1-1 Director

Date