

## FLOYD COUNTY, GEORGIA CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:           COMMUNICATIONS OPERATOR, E911**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to receive and respond to incoming calls to the County's emergency 911 communication system and to dispatch emergency service and/or law enforcement personnel as appropriate.

### **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.**

Receives calls on the County's emergency 911 system, including emergency TDD calls, and language lines.

For non-emergency calls, provides information, answers questions, takes messages, and/or refers caller to appropriate staff.

For emergency calls, obtains information from callers and determines the appropriate agency to respond to the need for assistance; contacts and dispatches the correct agency; provides agency with information needed to respond appropriately and to ensure personnel/officer safety; works to keep caller calm; monitors status of response; and contacts wrecker services and utility companies as needed.

Logs incoming calls and dispatch information into an automated system; utilizes Georgia Crime Information Center (GCIC) and CAD terminals; enters information pertinent to incoming calls, dispatched agencies, response time and actions taken; and maintains records of calls and dispatching activities.

Monitors a variety of radio frequencies; monitors weather radios; alerts field personnel to weather conditions; sounds sirens as needed; monitors other frequencies to communicate with law enforcement, ambulance, fire and other emergency services providers; provides information to and/or obtains information from field personnel regarding emergencies, incident scenes, directions, and status.

Performs various administrative support activities such as entering, updating and retrieving information from databases; enters law enforcement information into databases; maintains communication logs; queries data bases upon request; researches warrant information, driver's licenses and tags; submits information to appropriate staff; and performs system back ups and reboots servers as needed.

Prepares or completes various forms, reports, daily shift reports, disciplinary reports, inquiry forms, incident reports, case logs, training reports and evaluations, trouble reports, CAD reports, memos, spreadsheets, or other documents.

Receives various forms, reports, vehicle reports, criminal reports, training reports, weather advisories, daily shift reports, trouble reports, incident reports, CAD reports, case cards, updates, GCIC information, codes, ordinances, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates with supervisor, County employees, the public, law enforcement, fire, and medical personnel, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Ensures compliance with all applicable laws, rules, regulations, standards, policies, and procedures: ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Operates a GCIC terminal, CAD terminal, communications equipment, a personal computer, and general office equipment as necessary to complete essential functions, to include the use of emergency communications software, word processing, spreadsheet, database, or other system software.

## **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by six (6) months experience in emergency communications; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain the following certifications: GCIC Operator, Basic Communication Officer, and Emergency Medical Dispatch.

## **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 apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

**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. May include 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**

**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 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.

*Floyd 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.*