



EFFINGHAM COUNTY BOARD OF COMMISSIONERS  
Job Announcement

Post Date: **SEPTEMBER 15, 2016**

Posting ID: **2017-0002**

Close Date: **UNTIL FILLED**

**COMMUNICATIONS OFFICER I**

Full Time

**\$11.93 per Hour**

**ESSENTIAL JOB FUNCTIONS:**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Incumbents must be able to operate a multi-line telephone console system, alerting system, and TDD system, translate information to the appropriate codes; determine and assign the level of priority of the call and enter the data into a computer aided dispatch system for radio dispatch purposes. Receive and respond to a variety of emergency and non-emergency services and complaints all within an environment which at times may become chaotic, and frenzied.

**SKILLS:**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**KNOWLEDGE OF:**

Safety and Security  
Customer Service  
Jurisdictional Boundaries

**ABILITY TO:**

Think Quickly Under Stress  
Actively Listen and Communicate Effectively  
Evaluate Situations & Establish Priorities

**QUALIFICATIONS:**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**EDUCATION/TRAINING:** Must possess a high school diploma or the equivalent.

**EXPERIENCE:** Five (5) months previous experience in an emergency dispatch position or one (1) year of customer service experience in a fast paced high stress industry.

**LICENSE OR CERTIFICATE:** Must possess at time of application one of the following: a valid State issued ID card or a valid State of Georgia Driver's License. Applicants, if not currently certified, must be able to complete within the first year of employment and then maintain a valid Basic Communication Officer, Emergency Medical Dispatch, and Georgia Terminal Operator certifications. Applicants must be 18 years of age and never have been convicted of a felony.

Applications will be accepted until all positions are filled. All resumes **must** be submitted with a completed County Application.

Effingham County is an Equal Opportunity Employer and does not discriminate because of political affiliation, race, color, national origin, sex, age, religious creed or physical disability. Pre-employment requirements are background checks on criminal history, driver's license history and drug screen.

Resumes must be accompanied by a County Application. Applications can be obtained at:

Human Resources Office  
601 North Laurel Street  
Springfield, Georgia 31329

[www.effinghamcounty.org/Jobs.aspx](http://www.effinghamcounty.org/Jobs.aspx)

## EFFINGHAM COUNTY, GEORGIA CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:**                   **COMMUNICATIONS OFFICER TRAINEE**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to receive incoming telephone calls to the Communications Center and dispatch the appropriate agency to respond to the need for assistance. Work significantly impacts the safety of the general public and the responding agency personnel.

### **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 emergency and non-emergency calls to the Communications Center; monitors police, fire and rescue radio; provides information, answers questions and/or refers caller to appropriate staff for non-emergency and emergency situations; receives calls for animal control; monitors all business alarms; validates 911 address information.

Logs incoming calls and dispatches information into an automated system; maintains records of incoming calls and dispatching activities; assigns case numbers to calls.

Dispatches Sheriff, EMS, and fire units; dispatches wrecker service; notifies Coroner, state troopers, investigators, funeral homes, and Fire Marshall as needed; advises deputies of information.

Disseminates criminal and driver records.

Maintains a variety of records, logs, and files; performs various clerical support activities to including typing and filing; faxes documents; copies forms.

Enters information into in-house and GCIC/NCIC computer; retrieves GCIC/NCIC information.

Performs driver's license and vehicle registration checks.

Maintains printer; changes ribbons; replenishes paper; maintains the teletype and information board; maintains, orders, and copies forms.

Prepares or completes various forms, reports, correspondence, or other documents; files paperwork.

Receives various forms, reports, correspondence, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Annotates repossessed vehicles, towed vehicles, and security checks.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, or other software programs.

Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Notifies schools of natural disasters and situations that may be of concern to them.

Pulls and verifies the accuracy of warrants to be served.

Communications Officer Trainee must complete the P.O.S.T. certification basic course within the set time frame as set by Georgia code 35-8-23 and Chapter 464-16 of six (6) months from the initial date of employment.

### **ADDITIONAL FUNCTIONS**

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by college level course work or vocational training in law enforcement; supplemented by 5 months previous experience and/or training involving 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 valid Basic Communication Officer, Emergency Medical Dispatch, Georgia Terminal Operator, and First Responder certifications.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**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 and descriptive 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 apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**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.

Effingham 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.

## **EFFINGHAM COUNTY, GEORGIA CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:                      COMMUNICATIONS OFFICER I**

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