

## **EMERGENCY COMMUNICATIONS SPECIALIST**

**GENERAL DEFINITION OF WORK:** Performs intermediate technical and administrative work answering emergency and administrative phone lines and dispatches law enforcement, fire, rescue and other agencies, equipment and personnel usually in response to emergency situations. General supervision is provided by the Director of E911.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:** (These 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 administrative and emergency calls by telephone and multiple radio frequencies; determines location and nature of emergency and transfers calls to appropriate agency; ensures proper protocols are followed.
- Receives and refers non-emergency requests to appropriate agency.
- Documents and records calls for service.
- Receives reports of fire and medical emergencies; and, utilizing computer aided dispatch, processes the information and dispatches equipment to ensure rapid delivery of emergency services.
- Operates computer aided dispatch, digital mapping display, computer based telephony equipment, microprocessor controlled communications console and multiple channel fire/EMS/local government radio system.
- Assists in development and maintenance of E-911 database by using DPS unit, aerial photographs and topographic maps.
- Monitors the activity of and maintains radio contact with dispatched units from initial report to termination of event.
- Conducts radio systems tests. Maintains printers and related equipment.
- Provides incident numbers and times to field responders. Provides information to user agencies.
- Operates VCIN/NCIC computer terminals. Sends and receives messages through the system. Routes messages to proper personnel. Enters and removes a variety of information from VCIN/NCIC. Performs warrant checks and sends confirmation messages on wanted subjects.
- Assists general public via telephone.
- Maintains records and files on calls received and related pertinent data; enters data into computer. Assists with the compilation of various reports and statistical data as required.
- Works varying shifts and flexible schedules.
- Performs general housekeeping/custodial duties in work area and maintains an orderly work area.
- Assists with tasks during an emergency declaration in County.
- Performs related tasks as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:** General knowledge of the methods of operating the communications system; general knowledge of computer, radio and teletype procedures; general knowledge of the geography of the county and its town and location of important buildings and emergency service providers; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to operate all communications equipment; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public, ability to operate a motor vehicle.

**EDUCATION AND EXPERIENCE:** Any combination of education and experience equivalent to graduation from high school supplemented by additional course work or some experience in emergency communications, Geographic Information Systems or computer system operations.

**PHYSICAL REQUIREMENTS:** 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, 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 machines, determining the accuracy and thoroughness of work, and observing general surrounding and activities; the work is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:** Current certification, or ability to be certified, by the Virginia Department of Criminal Justice Services as a dispatcher within one year. Possession of, or ability to obtain, VCIN Certification. Possession of a driver's license valid in the Commonwealth of Virginia. Must be 18 years of age and a U. S. Citizen. All candidates subject to pass a security investigation in conformance with County requirements.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.*