



Fluvanna County, Virginia
E911 Center
Job Description

COMMUNICATIONS OFFICER II

Job Class #:	6213
Pay Grade:	14
Category:	Full-time, with Benefits/ Part-Time No Benefits
FLSA Status:	Non-exempt
Reports To:	Communications Supervisor and/or Communications Team Lead

SUMMARY

Performs intermediate skilled clerical and responsible technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergencies; does related work as required. Work is performed under the regular supervision of the Communications Supervisor and/or Communications Team Lead.

ESSENTIAL FUNCTIONS

Receiving, classifying, processing, and dispatching all emergency and non-emergency calls for service utilizing computer-aided dispatch and other computer-related systems; assisting the public with informational requests; forwarding other calls to the appropriate person and performing data entry; must be able to work all shifts.

- Receives law enforcement, fire, rescue, and related service requests and calls.
- Receives and properly classifies, Emergency Medical calls and provides medical direction by following designated EMD program protocols.
- Operates radios, telephone switchboards, 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 teletype terminals on NCIC/VCIN networks; monitors VCIN computer; provides information to officers; inputs and retrieves data.
- Keeps in telephone contact with the caller when the situation dictates.
- Serves as the training officer for new personnel as qualified.
- Call-back coverage is required for callouts and other emergencies.
- Must be able to work all shifts (no exceptions).
- Performs general custodial duties in assigned areas.
- Serves in the role of a Tactical Field Dispatcher as required.
- Performs related tasks as required.

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 the location of important buildings.
- Ability to type and enter data at a reasonable rate of speed.

- Ability to speak distinctly.
- Ability to solve problems within the scope of responsibility.
- Ability to deal courteously with the public under stressful conditions.
- Ability to establish and maintain effective working relationships with associates and the general public.

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

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

WORKING CONDITIONS AND 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, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas using 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 surroundings and activities; the worker is not subject to adverse environmental conditions unless serving as a tactical fielding dispatcher. Reasonable accommodations may be made to enable individuals with disabilities to perform essential tasks.

SPECIAL REQUIREMENTS

Possession of Communications Officer certification / Possession of VCIN certification.
 Possession of EMD certification and any mandatory related coursework.
 Possession of NIMS ICS 100 and 700
 Possession of CPR
 Has completed the required on-the-job training program and can work independently with little to no assistance
 Ability to complete all needed continuing education requirements for certification retention.

POST OFFER REQUIREMENTS

- Criminal Background Check

Department Head Recommended:	HR Director Approval as to Form:	County Administrator Recommended:	Board of Supervisors Approved:
March 1, 2023	March 1, 2023	March 1, 2023	April 5, 2023