

HAYS COUNTY JOB DESCRIPTION

Job Code: 0515
Grade: 108
FLSA: Non Exempt
Safety Sensitive

Prepared by: Sheriff's Office & Human Resources
Date Prepared: June 2004
Date Revised: 05/05, 10/06, 04/08, 09/08, 04/09, 10/09

Emergency Communications Officer

Essential functions, as defined under the Americans with Disabilities Act, include the responsibilities, knowledge, skills, and other characteristics listed below. This list of responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Summary

Under direct supervision, the Emergency Communications Officer assists citizens and Public Safety Personnel in requests for emergency and non-emergency service. An Emergency Communication Officer receives requests for assistance via 911 or non-emergency phone lines, evaluates the type of assistance needed, dispatches appropriate public safety personnel (Police, Fire, EMS) through the use of a complex public safety radio system and then provides the caller with pre-arrival instructions. The ability to communicate effectively, multi-task and make sound decisions within a high stress environment is essential to job performance. This position requires skilled use of a computer aided dispatch system (CAD), a complex radio system and multiple computer databases/software. This position serves as the communication link between the public and public safety personnel. The effectiveness of the employee's work affects the operation of the well being of the public and public safety personnel..

Responsibilities

- Answer incoming 911 calls and non-emergency calls for service.
- Provide all pertinent information to responding units.
- Determine priority and coordinates appropriate level of response to maintain the safety of the caller and emergency responders.
- Maintain contact, or have the ability to resume contact, with callers while dispatching calls to appropriate law enforcement, EMS, or fire personnel.
- Alpha page emergency services such as EMS, fire, patrol, and medical responders.
- Receives, interprets, and processes information from law enforcement officials, EMS personnel, or fire personnel.
- Page and telephone other agencies for assistance as needed.
- Enter information into the CAD system.
- Provide pre-arrival medical and fire instructions by utilizing established Emergency Medical/Fire Dispatch program protocols.
- Perform inquiries on vehicle registrations, driver's license, wanted persons, criminal history information, and other transactions through the utilization of the TLETS/NLETS, VIN Assist and records management computer systems.
- Locate hard copies of warrants, stolen item entry information, and missing person information through a file system.
- Perform entries on stolen vehicles, guns, persons, and other items by utilizing the Texas and National Criminal Information Center System.

Knowledge Required

- Knowledge of the operation of the dispatching console.
- Knowledge of the principles and practices of emergency dispatching.
- Knowledge of applicable federal, state and local laws, ordinances, statutes, regulations, rules, policies, and procedures.
- Knowledge of the structure within other agencies in the local area

- Knowledge of human behavior and performance; individual differences in ability, personality and interests; learning and motivation; and treatment of behavioral and affective disorders.
- Knowledge of human psychology in an emergency situation.
- Exceptional knowledge of telephone etiquette and customer relations.
- Exceptional knowledge of radio procedures.
- General knowledge of basic office equipment.
- General knowledge of Hays County Sheriff's Office regulations, policies, and procedures.
- General knowledge of major roadways, hospitals, schools, and other well known landmarks within Hays County.

Required Skill

- Exceptional skill in assessing, evaluating, and prioritizing situations; acting in accordance with the level of urgency.
- Exceptional skill in providing instruction and guidance to person who is calling.
- Exceptional skill in developing and maintaining effective interpersonal relations.
- Exceptional skill in workload organization to enable multiple functions to be completed on time.
- Exceptional skill in maintaining calm during emergencies.
- Exceptional skill reading maps quickly and accurately as well as provides accurate directions.
- General skill in interacting with several people from varying agencies simultaneously.
- General skill in following both oral and written instructions.
- General skill in operating standard office equipment, such as copiers, calculators, telephones, computer-aided dispatch system (CAD), computerized radio system, and computerized equipment.
- General skill in establishing and maintaining cooperative, effective and productive working relationships using tact, patience and courtesy with supervisors, co-workers, vendors, and outside agencies
- Work closely with others in a compatible and mutually supportive way in a teamwork concept..
- Exceptional skill in interacting with people in stressful and emergency situations.
- General organizational skills.
- General skill to speak over the radio and telephone clearly and concisely.
- General skill to coordinate and communicate firmly with diverse, demanding, and sometimes hostile people while maintaining contact and monitoring status of responders.
- Ability to accurately hear and simultaneously electronically document verbal information.
- Ability to communication clearly and concisely both verbally and in writing.
- Ability to remain calm and professional while questioning callers who may be verbally abusive emotionally upset, uncooperative or frightened.
- Ability to work in a high pressured and structured environment.
- Ability to take direction, work independently and as part of a group.
- Ability to monitor security closed circuit television cameras.
- Must have the ability to speak and record information in acceptable English grammar and spelling.

Education and/or Experience

- Requires a High School Diploma or GED

Other Qualifications, Certificates, Licenses, Registrations

- TCIC/NCIC certification within 6 months of employment
- TLETS/NLETS certification within 1 year of employment
- Basic Telecommunications license within 1 year of employment
- 9-1-1 equipment training within 6 months of employment
- TDD training within 6 months of employment
- Emergency Medical Dispatch and Emergency Fire Dispatch certification within 1 year of employment
- CPR certification within 1 year of employment
- Ability to maintain continuing education requirements on the national level and for the State of Texas
- Keyboarding skills (typing speed no less then 30 wpm preferred)
- Must successfully complete prescribed training program.

Supervision

- The Emergency Communications Officer is required to satisfactorily perform the above duties and will be evaluated from an overall standpoint in terms of feasibility, compatibility, and effectiveness.

- The Emergency Communications Officer is responsible for planning and carrying out assignments, as well as handling problems and deviations from the work assignments in accordance with instructions, policies, or accepted practices.
- The Lead Emergency Communications Officer assists this position with unusual circumstances that do not have clear precedence.

Guidelines

The Emergency Communications Officer guidelines have been established either orally or in writing but it is required for the employee to use judgment in interpreting and adapting the guidelines to apply them to specific cases or problems. The employee may recommend changes or improvements in the guidelines. This employee must have a good work ethic, meet deadlines, and have good attendance, including be available to work all shifts, including but not limited to day/swing/night, weekends, holidays and mandatory overtime as needed; as well as modify work hours when required and attend mandatory meetings outside of normal work hours. The employee must be punctual, reliable, keep promises, have a proper attitude, and must represent Hays County Sheriff's Office in a professional courteous manner via personal, telephonic and written means. This employee must be able to maintain the confidentiality of information.

Emotional Demands

This position must handle a high stress level of dealing with some emotional and possible irate contacts within the general public. The Emergency Communications Officer meets with contacts in a structured setting at the Sheriff's Department or jail. The contacts are generally cooperative but may be upset at times. This position obtains, clarifies, and gives facts and information, as well as performs services.

Physical Demands

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 essential functions.

While performing the duties of this job, the employee is regularly required to:

- Use of his/her hands and fingers to handle or feel
- Reach with hands and arms
- Smell
- Talk
- Hear
- Occasionally bend, crouch, stoop, stretch, and kneel
- Occasionally stand, walk, kneel or stoop
- Occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus
- Required to sit for extremely long periods of time, and is unable to leave the workstation without relief being present

Work Environment

While performing the duties of this job, the employee works in an office environment. The work involves everyday risks or discomforts requiring normal safety precautions typical of offices and meeting rooms. The work area is adequately lighted, heated or ventilated.

Acknowledgement

I agree that I am able to satisfactorily perform the essential duties listed above with or without an accommodation. I understand the satisfactory performance of the essential duties in this job description is a condition of my employment. I agree to follow the instructions of my supervisor within the constraints of the law and will perform additional duties to the best of my ability when instructed to do so.

I acknowledge the receipt of the current Hays County Personnel Policy Manual, which outlines my privileges and obligations as an employee. I acknowledge that the provisions of the Personnel Policy are terms and conditions of my employment and I agree to abide by them. I accept responsibility for reading and familiarizing myself with the information in the manual. It is understood that any changes to this policy will be communicated to me in writing. I agree to return the manual to my supervisor if I leave the employ of Hays County.

I further understand that my employment is terminable at will so that both Hays County and its employees remain free to choose to end the employment relationship at any time for any reason or no reason.

I fully understand that I may be granted compensation time in lieu of payment of overtime to the extent provided by law. I also understand that my supervisor can instruct me to take compensation time.

Employee Signature

Date

List any and all accommodations that are needed to satisfactorily perform the essential functions of this position:

Job Posting Copy