

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:	COMMUNICATIONS OFFICER I
FLSA STATUS:	NON-EXEMPT
SAFETY SENSITIVE:	SUBJECT TO RANDOM DRUG AND BREATH ALCOHOL TESTING

PURPOSE OF CLASSIFICATION

The purpose of this classification is to receive/process requests for emergency/non-emergency assistance and to dispatch emergency medical, fire, or other agency resources. Duties and responsibilities include, but not limited to, receiving and prioritizing emergency calls, dispatching appropriate emergency personnel, serving as liaison between callers and emergency responders; operating computers and communications equipment, preparing documentation, maintaining records, and performing additional tasks as assigned. Reports to Communications Supervisor on Duty.

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.

Operates communications equipment, multi-telephone lines, and computers associated with fire, E-911, and emergency medical communications, which may include telephone equipment, radio communications equipment, GIS/CAD mapping equipment, P-25 radio equipment, IRR instant retrieval, TTY/TDD, alarm panels, security monitor, general office equipment, or other equipment/systems.

Receives, processes, screens, and monitors emergency and non-emergency calls from the public and other police/public safety agencies by radio and telephone; evaluates calls; determines appropriate zone/jurisdiction of request; dispatches units, refers callers to other agencies as appropriate; receives routine calls for the department and records messages for department personnel.

Dispatches appropriate agency personnel to incident locations; determines the location and nature of call, number of units needed, and nearest available units; dispatches ambulances, fire fighters, or other agencies as appropriate.

Monitors the mapping systems to ensure knowledge of unit locations and statuses at all times.

Maintains communications with all parties involved in call; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; conveys information between callers, emergency personnel, general public, public safety agencies, hospitals, businesses, alarm companies, department personnel, or other individuals/agencies.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, spreadsheet, computer-aided dispatch (CAD), or other software programs; performs basic maintenance of computer systems, communications equipment, and general office equipment; inspects equipment for proper operations; monitors equipment alarms to identify problems; performs daily backups of computer data; clears paper jams and replaces audio tapes, paper, ink or toner; coordinates service/repair activities as needed.

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Maintains logs, computer records, and hard-copy records of calls, work activities, activities of dispatched units, and related information; enters call details into computer-aided dispatch (CAD) system; prepares complaint cards to record calls of a significant nature; maintains daily logs of shift events/activities; maintains current maps, bulletins, telephone lists, directories, procedures, and other reference materials; shreds/destroys sensitive documents as directed.

Exchanges pertinent information with department personnel, other departments, and outside agencies; distributes incoming information/documentation to appropriate personnel; monitors incoming faxes and teletypes; provides information/documentation to other departments and outside agencies as requested.

Monitors weather updates; provides emergency notification of severe weather to appropriate personnel.

Monitors scene safety for each incident to ensure safety of responding personnel.

Communicates with alarm companies; coordinates exchange of information between police officers, alarm companies, and key holders or contact persons.

Records all information via computer, performs data entry functions by keying data into computer system; generates computerized reports and manual reports, forms and related documentation.

Communicates professionally and efficiently over radio channels while initiating and responding to radio communications.

Communicates with supervisor, employees, other departments, callers, law enforcement personnel, fire personnel, emergency medical personnel, medical facilities, federal/state/local public safety agencies, court officials, utility companies, social service agencies, government agencies, other jurisdictions, the media, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Ensures all required licensure and certifications are always current.

Completes work at assigned work station determined by supervisor.

Works hours as scheduled.

Maintains familiarity with the protocol for dangerous and extreme situations such as a natural disaster or epidemic.

Conveys information/instructions to callers as necessary to assist until dispatched units arrive on the scene. Pre-arrival instructions given according to rules and regulations of the State of Tennessee Public Safety Department.

Monitors and responds to all radio traffic from Rutherford County Corrections Officers, other Counties Rescue teams, and other Counties Fire Departments First Responders teams.

ADDITIONAL FUNCTIONS

Performs basic cleaning/maintenance functions; cleans office, workspace, restroom areas and empties trash receptacles.

May assist in training new employees.

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Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by 2 months previous experience and/or training involving public safety dispatching, radio communications, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. It may require possession and maintenance of valid Emergency Medical Dispatcher certification through State of Tennessee, Public Safety Telecommunicator, Fire Services, and APCO EMD certification, and CPR certification. Must possess and maintain a valid Tennessee driver's license.

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 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, descriptive, and/or advisory 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 the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

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 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.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1 Maximum Continuous Time: 15 minutes

2. SITTING

Estimated Total Hours: 10 Maximum Continuous Time: 12

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs.			X		
11-25 lbs.					X
26-50 lbs.					X
51-75 lbs.					X
76-100 lbs.					X
>100 lbs.					X

4. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u> 98 </u> % of time
Outside	<u> 2 </u> % of time

5. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

6. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		

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Fine Motor i.e.: writing, twisting hands or wrist, etc.	X		
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Rutherford County, Tennessee, 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. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Full Legal Name (printed)

Employee's Signature

Date