

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: COMMUNICATIONS OFFICER II

PURPOSE OF CLASSIFICATION

The purpose of this classification is to receive/process requests for emergency/non-emergency assistance and to dispatch emergency medical, law enforcement, fire, or other agency resources. Duties and responsibilities include receiving and prioritizing emergency calls, dispatching appropriate emergency personnel, serving as liaison between callers and emergency responders, and family and hospitals, operating computers and communications equipment, providing training to new employees, preparing documentation, maintaining records, and performing additional tasks as assigned. Reports to Communications Supervisor.

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.

Provides training, guidance, and assistance to other employees; trains new employees in procedures for dispatching, radio communications, notification of proper personnel, operation of communications equipment, documentation of calls, and related tasks; reviews training materials; monitors and evaluates performance of new communications officers, and provides input to supervisor.

Operates communications equipment, multi-telephone lines, and computers associated with police, fire, E-911, and emergency medical communications, which may include telephone equipment, radio communications equipment, audio recorder, multi-frequency radio system, TTY/TDD machine, alarm panels, IMS mapping machine security monitors, general office equipment, or other equipment/systems.

Receives, screens, processes, and monitors emergency 911 calls and non-emergency calls from the public and other police/public safety agencies by radio and telephone; evaluates, categorizes, and prioritizes calls; determines proper zone/jurisdiction of request; 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 nature of emergency, location of incident, number of units needed, and nearest available units; dispatches, ambulances, fire fighters, or other agencies appropriate.

Maintains communications with all parties involved in emergency situations; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; conveys information between callers and emergency personnel, general public, public safety agencies, hospitals, utilities, businesses, alarm companies, department personnel, or other individuals/agencies; provides pre-arrival medical instructions per established guidelines; traces hang-up calls to initiate emergency response; responds to requests from officers for backup, emergency units, information, or other assistance.

Coordinates communications between various emergency agencies during disasters, major accidents, hazardous materials incidents, or other major emergency situations; notifies Emergency Management Agency, specialized law enforcement units/teams, local hospitals, or other emergency personnel of emergency situations.

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Responds to requests from law enforcement personnel or other authorized individuals for information involving location of individuals, telephone numbers, or other information pertaining to the medical field; obtains/provides background information as requested by authorized personnel.

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.

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 radio traffic of other departments and other law enforcement, emergency, and non-emergency agencies to respond to radio calls and to maintain an awareness of activities.

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

Performs the duties of Supervisor in the absence of same; provides assistance to Supervisor as needed.

Prepares or completes various forms, reports, correspondence, logs, lists, or other documents.

Receives various forms, reports, correspondence, logs, lists, 911 guidelines, training materials, policies, procedures, local/jurisdictional maps, street guides, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement items as needed.

Communicates effectively and coherently 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, wrecker services, 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.

Responds to questions or complaints related to department operations; provides information and assistance related to department services, classes, procedures, forms, or other issues; researches problems and initiates problem resolution.

Maintains confidentiality of departmental documentation and issues.

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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.

ADDITIONAL FUNCTIONS

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

Performs basic cleaning/housekeeping tasks associated with maintaining office and work areas.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in public safety dispatching and radio communications; supplemented by one (1) year 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. Must possess and maintain valid Emergency Medical Dispatcher certification, 911 Operator certification, and/or CPR/First Aid 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: 12 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> 100 </u> % of time |
| Outside | <u> 0 </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 | | |
| Fine Motor i.e: writing, twisting hands or wrist, etc | X | | |



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 Signature

Supervisor's Signature

Date

Date