



## **Communications Officer**

### **General Description**

Performs responsible technical work ensuring the prompt answer of incoming emergency and non-emergency requests for police, fire and emergency medical services and for the timely and efficient dispatch of the appropriate units. Monitors a variety of frequencies and serves as a vital link to the units deployed. This position starts in a "trainee" capacity, learning the duties of the Communications Officer. This position is classified and deemed essential.

### **Essential Job Functions**

- Completes and maintains all testing, training, and certification as required by constituted authority or mandated by statute.
- Complies with City of Covington directives and all lawful orders of superiors.
- Uses work-time in an efficient manner, consistent with the mission, under minimal supervision.
- Performs the necessary functions to enter, delete and maintain information in the electronic data files.
- Works various assigned hours and shifts as required for continuous operation of
- E-911 Dispatch operations.
- Performs job tasks effectively in a professional manner under varying levels of stress and activity.
- Monitors calls after the initial dispatch, including providing pre-arrival medical instructions to callers in accordance with Emergency Medical Dispatch guidelines.
- Monitors and updates activity of all on duty units via the Computer Aided Dispatch software.
- Remains alert to the conditions within E-911 Dispatch at all times while on duty.
- Maintains and upgrades professional knowledge, skill and development by attending training programs and reading trade and professional journals and publications.
- Apprises the Admin Lt. of any training requirements, personnel or equipment issues.
- Must be able to work a fixed 12 hour shift on daylight or midnight. Candidate must be able to work on any shift, any day of the year. This includes holidays and to work mandatory overtime as needed.
- Performs other duties as assigned.

### **Knowledge, Skills and Abilities**

- Some knowledge of geographical streets, buildings, and jurisdictional boundaries.
- Skill operating all software and hardware related to performance of duties.
- Ability to communicate effectively with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous and professional manner.
- Some knowledge of police and fire safety tactics as they relate to communications.

- Some knowledge of the department organization and standard operating procedures.
- Ability to prioritize and manage multiple projects and responsibilities as assigned.
- Ability to maintain confidentiality on all emergency and police matters.
- Ability to assess and prioritize emergency situations while remaining calm and using sound judgment.
- Ability to multitask during both routine and stressful situations.
- Ability to establish and maintain effective working relationships with co-workers, superiors, departments, other government entities and the general public.
- Ability to deal courteously and firmly with the general public in emergency and non-emergency situations.
- Serves a probationary period of twelve (12) months from the initial hire.

### **Education and Experience**

High School diploma or GED and ideal candidate would have training involving Emergency response dispatching, answering telephones and/or data entry; or any equivalent combination of education, training, and experience preferred.

### **Special Qualifications**

- Valid Virginia Driver's license
- Typing speed of 40 net WPM.
- Must complete mandatory DCJS training hours with a department trainer for a minimum of 12 weeks.
- Upon hire, must become certified to operate the Virginia Criminal Investigative Network (VCIN) with 12 weeks and the National Crime Information Center (NCIC)
- Must complete a Basic Dispatch Training course within 1 year and obtain certification.

### **Certifications and Preferences**

Upon hire, must become certified to operate the Virginia Criminal Investigative Network (VCIN) with 12 weeks and the National Crime Information Center (NCIC).

### **Additional Requirements**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Additionally, the following physical abilities are required:

- Fingering: picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.

- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: sufficient to observe violations of codes, to effectively operate standard office equipment; ability to read and write reports, correspondence, instructions, drawings, etc.; and to operate motor vehicles and/or heavy equipment, by both day and night.