

Job Description: Communications Officer

TITLE: Communications Officer

DEPARTMENT: Communications

REPORTS TO: Communications Lieutenant

GENERAL SUMMARY

Communications Officers report to the Communications Lieutenant and are under the ultimate authority of the Sheriff. Communications Officers are responsible for performing a number of tasks simultaneously while gathering information from often uncooperative and/or emotional callers. The Communications Officer must quickly and effectively calm the caller to obtain necessary information to determine what resources need to be dispatched. Communications Officers are also responsible for overall system status management for emergency and non-emergency calls in Greenville County.

DUTIES AND RESPONSIBILITIES

- Demonstrate an understanding of the agency's mission, values, and vision
- Comply with agency established policies
- Demonstrate proper application of agency and divisional written directives
- Ensure accurate reporting and documentation of records
- Encourage and support highest level of performance and workplace team interaction within the division and across divisions within the agency
- Demonstrate comprehension and application of diversity awareness and an active commitment to ensure equality
- Possess a working knowledge of public safety professional standards for application as needed
- Demonstrate excellent customer service when interacting with citizens in need of service in person and via phone
- Maintain proficiency in agency operations which may include but are not limited to calltaking, dispatching, jurisdictional and geographical boundaries and other job related duties
- Understand importance of utilizing chain of command
- Make quick workable decisions while managing stress, multitasking, problem solving, and utilizing critical thinking to allocate resources in emergent situations
- Effectively communicate verbally and in writing, actively listen, use appropriate agency terminology, codes, signals, plain speech and the phonetic alphabet
- Enunciate clearly when performing duties via phone and radio
- Demonstrate proficiency in use of all telecommunications equipment to include but not limited to, radio system, phone system, Computer Aided Dispatch, Records Management, VCIN/NCIC, and TTY/TDD
- Demonstrate lifelong learning by reading professional publications, attending training courses, and working to enhance telecommunicator skills
- Demonstrate ability to obtain, verify, and analyze incident information to include, location, reporting party contact information, nature, and severity of the incident while applying effective communication skills to control the call
- Ability to synthesize information to identify potential safety concerns for public safety responders
- Ability to accurately document all information pertaining to an incident utilizing precise grammar, spelling and abbreviations

- Demonstrate the ability to manage challenging calls including but not limited to missing, abducted and sexually exploited children, child callers, communications impaired callers, and callers with limited English language proficiency
- Ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- Ability to use critical thinking skills to reach conclusions and approaches to problems
- Ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- Ability to follow instructions
- Monitor, answer and process calls from emergency & non-emergency phone lines
- Maintain and use the computer aided dispatch system, entering and querying data regarding calls for service, warrant checks, call history, etc.
- Maintain and use the NCIC/VCIN computer network entering and querying wants for persons, property, etc., receiving automated data communications from other agencies, and to obtain DMV information
- Maintain detailed CAD notes that allow reviewers the ability to understand what happened from start to end of the call.
- Maintain organized and accurate paperwork pertaining to warrants, protective orders and all VCIN/NCIC entries.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of communications practices in general and of the department in particular
- Special emphasis on computer skills, excellent verbal communications abilities, acquisition and use of data bases especially as they apply to computer aided dispatch, and records management techniques
- Have the ability to handle stressful situations and prioritize information as received
- Ability to multi-task and use good judgement and make quick decisions during stressful situations in a fast paced environment
- Possess an extensive knowledge of the geography of the county, its borders, businesses, residents and schools
- Possess good communication skills and leadership ability
- Ability to effectively and efficiently communicate in English (written and verbal)
- Have the ability to input data into computer aided dispatch as it is relayed
- Ability to type a minimum of 25 words per minute
- Possess excellent customer service skills

REQUIRED TRAINING

- Complete departmental training with Communications Training Officers (CTO) within 45 working days (540 hours)

Within one year:

- Basic Dispatch School (64 hours)
- VCIN / NCIC Certification (24 hours)
- Cardiopulmonary Resuscitation (4 hours)
- Emergency Medical Dispatch Training (36 hours)

- ICS Class (100, 200, 700, & 800)

MINIMUM QUALIFICATIONS

- Must be at least 18 years old
- High School Diploma
- Responsible work experience
- Valid driver's license
- Possess Basic Computer Skills
- Ability to pass background check
- Ability to pass a drug screening

PREFERRED QUALIFICATION

- Two years with some type of communications experience