

Department:	Emergency Communications Center (ECC)	Pay Grade:	17
Reports To:	Communications Team Leader or Communications Training Officer	FLSA Status:	Nonexempt
Last Revised:	02/2014	Last Reviewed:	02/2014

### **GENERAL STATEMENT OF DUTIES**

Performs responsible technical work ensuring the prompt answer of incoming emergency and non-emergency requests for police, Sheriff, 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 is in a "trainee" capacity, learning the duties of the Communications Officer. Performs other duties as assigned.

### **ESSENTIAL JOB FUNCTIONS**

The following duty and responsibility statements are illustrative of the essential functions of this position and do not include other marginal duties that may be required. The Director, Assistant Director and/or Chief Communications Officer have the management right to change the duties and functions of this position at any time

- Completes and maintains all testing, training, and certification as required by constituted authority or mandated by statute.
- Complies with Roanoke County ECC 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 the ECC.
- Performs job tasks effectively in a professional manner under varying levels of stress and activity.
- Works from the Roanoke City Communications Center as required and/or needed.
- 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 the ECC at all times while on duty.
- Maintains and upgrades professional knowledge, skill and development by attending seminars, training programs and reading trade and professional journals and publications.
- Apprises the Team Leader of any training requirements, personnel or equipment issues on a regular basis.

**POSITION REQUIREMENTS/PREFERENCES**

Education	<u>Required:</u> High School diploma or equivalent.
Experience	Preferred: Some experience
Certifications/ Licenses	Upon hire, must become certified to operate the Virginia Criminal Investigative Network (VCIN) and the National Crime Information Center (NCIC).
Knowledge, Skills and Abilities	<ul style="list-style-type: none"><li>▪ Some knowledge of geographical streets, buildings, and jurisdictional boundaries.</li><li>▪ Skill operating all software and hardware related to performance of duties.</li><li>▪ 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.</li><li>▪ Some knowledge of police and fire safety tactics as they relate to communications.</li><li>▪ Some knowledge of the department organization and standard operating procedures.</li><li>▪ Ability to prioritize and manage multiple projects and responsibilities as assigned.</li><li>▪ Ability to maintain confidentiality on all emergency and police matters.</li><li>▪ Ability to assess and prioritize emergency situations while remaining calm and using sound judgment.</li><li>▪ Ability to multitask during both routine and stressful situations.</li><li>▪ Ability to establish and maintain effective working relationships with co-workers, superiors, departments, other government entities and the general public.</li><li>▪ Ability to deal courteously and firmly with the general public in emergency and non-emergency situations.</li><li>▪ Serves a probationary period of twelve (12) months from the initial hire, during which time a Probationary Communications Officer is subject to at will discharge from the Roanoke County ECC.</li></ul>
Additional Requirements	Subject to a complete criminal history background search with acceptable results. Must also be able to perform the job as described in the Physical and Environmental Demands section of this job description. Job requires shift work, shift rotation and overtime assignments.

**COUNTY OF ROANOKE  
JOB DESCRIPTION**

**PROBATIONARY COMMUNICATIONS OFFICER – 452**

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**OVERALL PHYSICAL STRENGTH DEMAND**

**SEDENTARY** Lift and/or exert force up to 10 lbs. occasionally or insignificant weights frequently; sitting most of the time.

**PHYSICAL DEMANDS**

C = Continuously 5.5 to 8+ hours daily  
F = Frequently 2.5 to 5.5 hours daily  
O = Occasionally Up to 2.5 hours daily  
R = Rarely Less than 1 hour per week  
N = Never Never occurs

Code	Physical Demand	Code	Physical Demand
O	Standing	F	Sitting
F	Walking	R	Lifting
R	Carrying	R	Pushing/Pulling
O	Reaching	R	Handling
F	Fine Dexterity	R	Kneeling
R	Crouching	N	Crawling
R	Bending	R	Twisting
R	Climbing	N	Balancing
C	Vision (Color vision; close to medium distance correction required)	C	Hearing
C	Talking	O	Foot Controls (driving, operation of equip, etc.)

**ENVIRONMENTAL FACTORS**

D = Daily  
W = Several Times Per Week  
M = Several Times Per Month  
S = Seasonally  
R - Rarely  
N = Never

Code	Health and Safety	Code	Environmental Factors
R	Mechanical Hazards	N	Dirt and Dust
N	Chemical Hazards	N	Extreme Temperatures
N	Electrical Hazards	N	Noise and Vibration
N	Fire Hazards	N	Fumes and Odors
N	Explosives	N	Wetness/Humidity
N	Communicable Diseases	N	Darkness or Poor Lighting
N	Physical Danger or Abuse		

**PRIMARY WORK LOCATION**

Office Environment

**MACHINES, TOOLS, EQUIPMENT, WORK AIDS**

Standard office equipment, Computer, Fax, Telephone.

**PROTECTIVE EQUIPMENT REQUIRED**

None