

Job Title: Communications Specialist Senior

Department: Communications
Immediate Supervisor: Director Communications

BRIEF DESCRIPTION OF THE JOB: Dispatches public safety responses as assigned. Monitors departmental dispatch functions. Provides and evaluates training and assists the supervisor with special projects as assigned.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Percentage
of Time

Physical
Strength
Code

| | | |
|---|-----|---|
| 1) Responds to emergency calls by answering incoming 911 and non-emergency lines, obtaining and recording pertinent information regarding the situation, dispatching appropriate emergency personnel and providing any pre-arrival instructions as needed. | 50% | S |
| 2) Provides and evaluates training for personnel by developing training schedules, preparing required training documents, completing training manuals, evaluating trainees, completing and maintaining training records and providing follow up training as needed. | 30% | S |
| 3) Performs other duties by assisting the Director with special projects as assigned and reporting malfunctioning equipment. | 20% | S |
| <u>Physical Strength Column:</u> S - Sedentary L - Light M - Medium H - Heavy VH - Very Heavy | | |

PHYSICAL DEMANDS

Overall Physical Strength Demands:

Sedentary Light Medium Heavy Very Heavy

Codes: for each physical demand code listed:

C = Continuously F = Frequently O = Occasionally R = Rarely N= Never

This is a description of the way this job is currently performed; it does not address the potential for accommodation.

| Physical Demands | Frequency Code | Description |
|-------------------------|-----------------------|---|
| Standing | O | Operating equipment |
| Sitting | C | Answering calls, desk work |
| Walking | O | To office equipment |
| Lifting | O | Materials and supplies |
| Carrying | O | Materials and supplies |
| Pulling | O | Doors |
| Pushing | O | Doors |
| Using Fine Dexterity | C | Computer keyboard |
| Reaching | F | For controls, supplies |
| Kneeling | O | Retrieving items from floor |
| Crawling | N | |
| Twisting | O | From computer to console |
| Climbing | N | |
| Balancing | N | |
| Seeing | C | Reading, computer screen |
| Hearing | C | Communicating with personnel and on telephone |
| Talking | C | Communicating with personnel and on telephone |
| Using Foot Controls | F | Operating radio |

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Machines, Tools, Equipment and Work Aids:

Computer and related software, radio equipment, recording equipment, TLETS, copier, fax machine

Environmental Factors:

Exposure to and frequency:

D = Daily S = Seasonal W=Several Times Per Week M=Several Times Per Month

| ENVIRONMENTAL FACTORS | | | | | |
|------------------------------|---|----------------------|---|---------------------------|---|
| Dirt and Dust | N | Extreme Temperatures | N | Noise and Vibration | N |
| Fumes and Odors | N | Wetness/Humidity | N | Darkness or Poor Lighting | N |

| HEALTH AND SAFETY | | | | | |
|--------------------------|---|------------------|---|-----------------------|---|
| Mechanical Hazards | N | Chemical Hazards | N | Electrical Hazards | N |
| Fire Hazards | N | Explosives | N | Communicable Diseases | N |
| Physical Danger or Abuse | N | Other (specify) | | | |

| PRIMARY WORK LOCATION | | | | | |
|------------------------------|---|-----------|--|--------|--|
| Office Environment | X | Warehouse | | Shop | |
| Vehicle | | Outdoors | | Other: | |

Protective Equipment Required:

N/A

Non-physical Demands:

Frequency Codes: F = Frequently O = Occasionally R = Rarely

| | | | |
|--|---|---|---|
| Time Pressures | C | Emergency Situations | F |
| Frequent Change of Tasks | C | Irregular Work Schedule/Overtime | F |
| Performing Multiple Tasks Simultaneously | C | Working Closely with Others As Part of a Team | C |
| Tedious or Exacting Work | C | Noisy/Distracting Environment | O |

JOB REQUIREMENTS

Formal Education:

Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.

Experience:

Over one year up to and including two years experience is required.

Certifications and Other Requirements:

TLETS, TCIC/NCIC Certifications

Supervisory:

Work requires functioning as a lead worker performing essentially the same work as supervised employees, and includes training, instructing, and scheduling work.

Contacts

The incumbents in this position contact others within the organization. These contacts may involve similar work units or departments within the County which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the County who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee.

Signatures - Review and Comment

I have reviewed this job description and find it to be an accurate description of this job.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the County Government as the needs and requirements of the job change.