

Job Title: Communications Operator

Department: Communications Operator
Immediate Supervisor: Communications Supervisor

BRIEF DESCRIPTION OF THE JOB: Answers 911 calls and performs various clerical duties and assists the public with information requests.

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, and providing any pre-arrival instructions as needed.	50%	S
2) Performs clerical work by entering warrants into computer system, typing and sending teletypes and assisting officers with information requests.	30%	S
3) Performs other duties by assisting with training on CAD, communications systems and reporting any equipment malfunctions.	20%	L
<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	R	Operating equipment
Sitting	C	Answering calls, desk work
Walking	O	To office equipment
Lifting	R	Supplies, paper
Carrying	R	Supplies, paper
Pulling	N	
Pushing	N	
Using Fine Dexterity	C	Computer keyboard
Reaching	F	For supplies, files
Kneeling	N	
Crawling	N	
Twisting	F	Within 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, TLETS, fax machine, copier, telephone, radio system, printer, recording equipment

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	O
Performing Multiple Tasks Simultaneously	C	Working Closely with Others As Part of a Team	C
Tedious or Exacting Work	F	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:

Under and including one year experience is required.

Certifications and Other Requirements:

EMT Certification

Supervisory:

N/A

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.