



JOB DESCRIPTION: COMMUNICATIONS SPECIALIST

Primary Responsibility: Under general supervision, performs specialized radio and communications work in the Sheriff's Office, serving as emergency medical radio dispatcher on an assigned shift in a 24/7 operation. Work involves receiving emergency and non-emergency incoming calls; dispatching applicable resources, including law enforcement, fire and emergency medical services; providing emergency medical dispatch and operating computer software to enter and retrieve information for deputies.

Supervised by: Communications Supervisor

Supervises: May assist with training of new Communications Specialists

FLSA status: Non-Exempt

Main Job Duties:

- Operates communication systems to receive emergency and non-emergency incoming calls for Sheriff's Office; receives complaints and requests for service by telephone or radio; determines district of each caller; obtains necessary information to determine nature of problem, following established guidelines; scans status charts and computer screen to determine availability of units; dispatches closest necessary officials, including police, fire, medical, and other personnel and equipment; relays instructions and/or advises callers of proper contact for assistance or information; and prepares computer aided dispatch record on each service incident.
- Operates computer software to access CCIC and NCIC databases to enter, store, clear and/or retrieve information as requested or otherwise necessary, including stolen vehicles and articles, missing and wanted persons, vehicle registration data, drivers' histories, warrants, etc.
- Assists other agencies outside of the county with requests for service.
- Operates two-way radio/telephone communications equipment, paging equipment and computer software.
- Maintains status of patrol deputy at all times including knowledge of location and activities. Maintains CAD entries of all dispatch activity.
- Advises necessary personnel of major situations and incidents.
- Interacts with members of the community, law enforcement, medical agencies, fire agencies and personnel from other agencies as necessitated by work assigned.
- Promptly and efficiently dispatches appropriate response to emergency situations.

- Provides Emergency Medical Dispatch (EMD) per state guidelines when dealing with injury or health related incidents.
- Provides assistance and/or information to the hearing impaired utilizing the TDD equipment.
- Prepares briefings for following shift.

Additional Duties:

- Other duties as assigned by command staff and any duties needed to stabilize an emergency situation.

Hours:

- Must be available for shift work (including weekends, nights and holidays), for on-call coverage, and subject to overtime work as necessary. May work alone at times.

Qualifications:

- Education: Must possess a high school diploma or equivalent. Training in emergency services dispatching and first aid preferred.
- Computer literacy including basic typing skills.
- Ability to:
 - (a) Establish and maintain effective working relationships with the community, law enforcement, medical agencies, fire agencies, and personnel from other agencies as necessitated by work assignments.
 - (b) Follow complex instructions.
 - (c) Deal with people beyond giving and receiving instructions.
 - (d) Respond quickly and calmly to emergency situations and to adopt effective courses of action.
 - (e) Speak calmly and clearly when dispatching equipment and personnel.
 - (f) Exercise independent judgment and initiative in receiving messages, responding to emergency situations and dispatching calls.
 - (g) Speak one or more foreign languages preferred.
 - (h) Accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives, including effective written and oral communications in English; and the ability to listen.
 - (i) Multi-task such as listen, talk and key information concurrently.
- Must be at least 18 years old.

- Must pass background check, including criminal.

Certifications:

- Obtain OSN within 6 months of request to CBI.
- Obtain CCIC/NCIC and NIBRS Certification within 6 months of request to CBI.
- Must possess FEMA ICS 100 and 700 certifications within 6 months of employment.
- Emergency Medical Dispatch (EMD).
- CPR Certification within 90 days of employment.

Mental/Physical Requirements:

- Acceptable hearing to hear well on the telephone, radio and employee contacts.
- Must be able to work under stressful situations, such as answering multiple-line phones and receiving directives from several sources. May be involved in situations which are violent, distasteful, highly emotional, or representative of all levels of criminal conduct.
- Must be able to perform, without additional assistance, all physical movements required for immediate emergency service dispatching, including operating telephones, radios, paging devices and multiple computer stations.

Experience:

- No previous experience necessary.

I, _____ have read the above job description for the **Gilpin County Communications Specialist**. To the best of my knowledge I am able to perform all duties of the job as described.

Employee

Date

Supervisor

Date