

STOREY COUNTY CLASS SPECIFICATION

COMMUNICATIONS SPECIALIST I

DEFINITION

Under general direction of the Communication Director, responsible for emergency and non-emergency telephone and radio communication for Storey County; and performs other work as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent position is a civilian, non-sworn entry level position and is considered as non-exempt from the Federal Labor Standards Act. This position coordinates communication within the county, including, but not limited to: Storey County Sheriff's Department, Fire Department, Ambulance Services, and Public Works. The incumbent is responsible for collaboration within Storey County and outside agencies as necessary. The communications center is a 24 hour/ 7 day a week operation. Incumbent must be willing to work flexible hours and variable days. Professionalism and diplomacy must be used when interacting with the public, co-workers, and peers from Storey County and other agencies. The incumbent must perform specialized duties to include processing and evaluating 911 calls and other emergency and non-emergency requests for police, fire, and emergency medical assistance.

EXAMPLES OF DUTIES

The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. *Marginal duties* (shown in *italics*) are those, which are **least** likely to be essential functions for any single position in this class. These duties are illustrative ONLY. Incumbents may perform some or all of these duties or other job-related duties as assigned.

1. Answer emergency 911 phone lines. Process the emergency calls and disseminate the appropriate information while following standard operating procedures through various communications devices including radios, pagers, fax machines, cellular phones, internal email, external email and land based phones.
2. Answer non-emergency and administrative phone lines. Maintain appropriate call log and forwards information to appropriate personnel for messages. Must be able to determine what are emergency messages, non-emergency messages and what is general broad based informational messages. This information shall then be documented and forwarded with the appropriate communication device.
3. Ability to receive and process information via phone and radio and enter it into the computer aided dispatch (CAD) system. Information shall be time marked,

accurate, spelled properly and grammatically correct. All information is subject to review and may be subpoenaed for use in criminal prosecution when required.

4. Ability to retrieve data from the CAD system. This includes, but is not limited to, mapping information, criminal data information, telephone numbers, emergency phone numbers, departmental contact information, past incident information, specialized safety bulletins, email, current status of officers/fire staff/emergency apparatus and numerous other tasks not listed in this bulleted item.
5. Ability to learn, interpret, and apply laws, regulations, policies, and procedures governing dispatch operations. Must have the mental fortitude to recall these items in an emergency situation when time is of the essence and intelligently utilize these types of policies/procedures.
6. Learn to operate equipment contained in a public safety dispatch center, which includes; but is not limited to: digital and analog multi-line telephones, teletype, pagers, radios, and CAD equipment, internet, NCIC, NCIJIS, mapping software, hard copy mapping, topographical mapping, regional communication systems, interoperable communications systems, statewide communications systems, intercom systems, internal email, external email, fax machines and all other equipment that is too numerous to list in this bulleted item.
7. Ability to multi-task and prioritize in a timely manner. This is a critical skill and this position **MUST** be able to deal with stressful situations and multiple emergency incidents occurring simultaneously. Not only simultaneous incidents but multiple communication frequencies, multiple emergency 911 phone lines, multiple customers both internal and external and multiple non-emergency lines; which routinely occur as normal circumstances within the facility.
8. Retrieve facts, details, and other information from memory at a moments notice and logically implement the same for betterment of responders.
9. Maintain familiarity with major roads, streets, areas, and industrial, and public facilities within county boundaries. Additionally have a working knowledge of general automatic and mutual aid areas.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge and Ability:

Knowledge of current methods, practices and techniques of dispatch communications; NCIC, Emergency Medical Dispatch (MPDS), ICS 100, ICS 200 certification within six (6) months of employment; Must possess sufficient knowledge of English grammar, vocabulary, and spelling to communicate clearly and concisely both orally and in writing; High school diploma or GED equivalent; Type at least 30 words per minute and have, at minimum, a basic knowledge of computers.

Ability to pass a criminal history, background check, and drug screen; this position includes light physical effort, which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds; Some bending, stooping, and/or squatting may be required.

SPECIAL REQUIREMENTS

Ability to work in a confined area and sit for long periods of time; Ability to learn correct telephone answering techniques; Ability to follow oral and written instructions; Ability to deal tactfully with the public and others; Ability to remain calm during emergencies and to obtain relevant information from callers who are in a stressful situation; Applicants must be willing to work any shift on a rotational basis, including weekends, holidays, overtime, and on-call assignments.

Certificates, Licenses, Registrations: May be required to have a valid Nevada Class C Drivers License.

PHYSICAL DEMANDS

Strength, stamina and dexterity to sit and maintain concentration during emergency and non-emergency conditions; walk on uneven or slippery surfaces; move from place to place within the dispatch center or alternate communications centers; to repeatedly stoop, stand and sit. Dexterity and coordination to handle communication devices; reach for items above the head and below the feet; visual acuity sufficient to read computer screens and other documents in a variety of lighting conditions, including bright light, low light, and low visibility conditions.

WORKING CONDITIONS

Work primarily in an indoor environment; work under significant stress; and the ability to maintain concentration during long periods of time: work is typically performed independently.

FLSA Status: Non-Exempt Effective the 4 day of September , 2008