

Storey County

CLASS TITLE: COMMUNICATIONS SPECIALIST II

FLSA Status: Non-Exempt

Created: 09-04-2008

Last Revised: July 1, 2012

Replaces:

JOB SUMMARY: Receives general supervision from the Communication Director performs a variety of duties involved in the operation of the Emergency Services Systems and various communication devices to receive, route, relay, and dispatch calls for emergency and non-emergency police, fire/medical and other services; and performs related duties as required.

CLASS CHARACTERISTICS: Communication Specialist II - This is the journey level class within the Communication Specialist series. This class is distinguished from the Communication Specialist I by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. May exercise limited technical and functional authority over less experienced communication specialist. Positions in this class are normally filled by advancement from the entry level.

EXAMPLES OF DUTIES: (Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).

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. 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.
9. Assist in the training of employees and professional development; the incumbent oversees and leads a trainee when performing in the capacity of training officer.
10. May assist in the implementing and writing of policies.
11. May assist with writing, updating and maintaining, training manuals and programs.
12. Represents Storey County in a courteous, professional manner.
13. Must be able to perform all job duties proficiently.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of

- current methods, practices and techniques of dispatch communications;
- NCIC certification, Emergency Medical Dispatch (MPDS), valid CPR card;
- must possess sufficient knowledge of English grammar, vocabulary, and spelling to communicate clearly and concisely both orally and in writing;
- type at least 30 words per minute and have, at minimum, a basic knowledge of computers.

Ability to:

- Work in a confined area and sit for long periods of time;
- recall facts, details, and other information from memory at a moments notice.
- learn correct telephone answering techniques;
- follow oral and written instructions;
- deal tactfully with the public and others;

- remain calm during emergencies and to obtain relevant information from callers who are in a stressful situation;
- work any shift on a rotational basis, including weekends, holidays, overtime, and on-call assignments.

SPECIAL REQUIREMENTS: Ability to successfully pass a background investigation to qualify for and maintain certification to operate NCIC, NCJIS, and related computers. Applicant must also pass a pre-employment drug test.

Required Certifications and Licenses: May be required to have a valid Nevada Class C Drivers License. NCIC/NCJIS Criminal Justice Information System certification, Emergency Medical dispatch (MPDS) and CPR certification, ICS 100, ICS 200 with one year of experience of all of the above

EXPERIENCE AND TRAINING: Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

Possession of a high school diploma or equivalent. One year full-time experience as a communications specialist I with the Storey County Communications Center or one year of full-time comparable experience in all areas of Police/ Fire/EMS communications.

Physical and Mental Requirements: The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

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. Strength and stamina to bend, stoop, sit and stand for extended periods of time. 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 for long periods of time. The ability to communicate via telephone and radio. 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.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS: Work is performed under the following conditions:

Work primarily in an indoor environment; work under significant stress; and the ability to maintain concentration during long periods of time. Lighting conditions may be less than optimal. Frequent interruptions to planned work activities occur. Noise from radios and other dispatchers may be frequent. Work is typically performed independently.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Effective the 1st day of July , 212.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employee's Association SNEA/AFSMCE Local Union.

Storey County Government

Storey County SNEA/AFSMCE Union

Patrick Whitten, County Manager

Tobi Whitten, SNEA/AFSMCE Union
Comstock Chapter President

Holli Kiechler, Administrative Officer

Gerrie Honea, SNEA/AFSMCE Union
Comstock Chapter Vice-President