

**EMPLOYMENT OPPORTUNITY**  
**Storey County**  
**Communications Specialist – Trainee (911 Dispatch)**  
(Regular full-time position)

<b>Class Title:</b>	Communications Specialist - Trainee
<b>Department:</b>	Communications (Dispatch Center)
<b>Grade:</b>	113
<b>Step:</b>	1 of 10 at first year
<b>Status:</b>	Full-Time
<b>Wages:</b>	\$40,621.30/yr. at full wages at Step 1 of 10
<b>Benefits:</b>	100% employer-paid health, dental, vision, and life insurance for employees; 100% employer-paid Nevada PERS retirement; available state and county employee deferred compensation retirement program; competitive leave allowances.
<b>FLSA Status:</b>	Non-exempt
<b>Note:</b>	<b>Position hired may be for Communications Specialist I, dependent on qualifications and experience. Duties listed below may vary between the Trainee and I position. Contact Human Resources for full job description.</b>

## **JOB SUMMARY**

Under supervision of the Dispatch Manager or his/her designee, learns through practice and study, and 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, emergency medical, emergency management, and other services.

## **DISTINGUISHING CHARACTERISTICS**

This is a trainee level and closely supervised position in the Communications series. The incumbent is expected to learn the full-range of duties and procedures of the communications function, meet the necessary education and/or certifications for the Communications Specialist I classification, and be reclassified to Communications Specialist I within 12 months of successful employment.

## **ESSENTIAL FUNCTIONS**

The duties listed below are examples of the work typically performed by an employee in this position. Performance of these functions is the reason the job exists. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

- Answers and administers emergency 911 and non-emergency phone calls; retrieves, processes, and disseminates information while following standard operating procedures; maintains specialized safety bulletins; and tracks and reports status of officers, staff, emergency personnel, and apparatus.
- Determines and acts accordingly for emergency, non-emergency, and general communications; using Computer Aided Dispatch (CAD) retrieves, processes, and manages information including, but not limited to, mapping and Geographic Information Systems (GIS) data, personal criminal and other background information, contact information, incident information, specialized safety bulletins, and status of officers/fire staff/emergency personnel and apparatus.
- Appropriately interprets and applies federal, state, and local regulations, policies, and procedures governing dispatch operations; maintains a high level of mental fortitude at all times including during emergency situations.
- Multi-tasks and prioritizes in a timely manner; oftentimes performs all duties of the job under extremely stressful conditions, including during multiple emergency incidents occurring simultaneously, oftentimes with multiple frequencies and emergency 911 calls, internal and external participants, and other activities occurring simultaneously.
- Maintains strong and current familiarity with major roads, streets, areas, neighborhoods, prominent land forms and uses, and public facilities within county boundaries; maintains general and current familiarity with regions abutting the county; maintains a strong and current working knowledge of general automatic and mutual aid services and areas.
- As directed, assists all aspects of communications on a countywide basis, inclusive of the Communications and Information Technology (IT) Departments and their functions, mountaintop and other repeaters, frequency allocations and licensing, APCO requirements, and all other communications within the county.
- Assists in training activities and participates in educational opportunities related to communications as well as emergency management as applicable to the communications function; engages in continuous education, training, re-certification, and other professional development related to the position.
- Make decisions which are consistent with the mission, goals, and objectives, and unique attributes of the department; exhibits strong and sustained desire to learn about each community in Storey County and their specific needs.
- Represents the county and the department in the court of law if necessary.
- Demonstrates positive attitude and progressive actions through the display of professionalism, courtesy, tact, punctuality, attendance, and discretion in all interactions with coworkers, supervisors, and the public; use common sense discretion with no supervision; remain safe, socially moral, lawful, affective, adaptive, and efficient.
- Maintains all required certifications and licenses; attends and participates in professional group sessions; stays abreast of new trends and innovations related to the field.

- Responds to call-out in emergencies other than normal working hours. For example, responds to and actively participates in all-hazard Incident Command Systems (ICS); provides assistance in the integration of facilities, equipment, personnel, procedures, and communications operating within a common organization ICS structure; assists in coordinating responses among various jurisdictions and functional agencies, both public and private; and assists in establishing common processes for planning and managing resources in the ICS; assists departments on their emergency management and ICS plans.

## QUALIFICATIONS

### *Knowledge of*

- Federal, state, and local codes, regulations, policies, and procedures pertaining to the Communications Center and its functions.
- Terms and acronyms commonly used in the assigned position; operating characteristics of the NCIS and CJIS systems and other software programs to understand and perform a variety of research.
- Operating characteristics of a variety of communications equipment and tools used in the area of emergency dispatch including TDD, radio scanner, intercom system, multi-channel radio system, Dictaphone recorder, and 911 system.
- EMD and fire district standards, policies and procedures mandated by the Storey County Fire Protection District.
- Streets, roads, businesses, neighborhoods, remote areas, boundaries, districts, geography, and zones that represent the geographical area of responsibility.
- Practices and procedures of dispatching law enforcement, fire, and EMS calls for service.
- Incident Command System.
- Multi-jurisdictional mutual aid agreements.
- Hazardous materials incident according to DOT guidelines.
- Resources and agencies available for referral.
- Principles of confidential file management and record keeping.
- Current practices, literature, and research methods in the field of communications and emergency management; fundamental principles and practices of local emergency management; training may be provided during employment.
- Applicable laws, codes, and regulations; legal, ethical, and professional rules of conduct for public-sector employees.
- Correct English usage including grammar, punctuation, and vocabulary.

### *Ability to*

- Read and interpret street and geographical maps, aerial imagery, and GIS images.

- Receive, prioritize, and transmit a large volume of radio, telephone, and teletype transmissions properly, rapidly, efficiently, and effectively.
- Use and understand DOT North American Emergency Response Guide Book.
- Prepare clear and concise technical reports and correspondence; communicate findings clearly orally and in writing.
- Perform full CPR (maintain a valid certification)
- Use initiative and independent judgement within general policy guidelines.
- Deal courteously and communicate effectively with coworkers, the public, and others in a variety of different emotional states, from a variety of different backgrounds, and with different educational backgrounds and mental capacities; respond to and make decisions under stress of customers and others that may be confrontational and upset.
- Work varied days, hours, and shifts, including weekends and holidays, as needed.
- Effectively use basic modern office equipment including, but not limited to, telephones, fax machines, and copiers; personal computer programs such as Microsoft Windows and Office and effectively use computer applications related to the work including GIS and mapping software; type at a rate sufficient to perform assigned duties.
- Continue education and training to remain current on latest policies, practices, and required certifications.
- Represent the county in the court of law and testify on matters pertaining to the department.
- Pass a criminal background check.

## **LICENSING, EDUCATION & OTHER REQUIREMENTS**

- 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:
  - High school diploma or equivalent education; and
  - At least two years of progressively responsible office experience which involved the use of computers, data entry, and/or telephone/radio switchboard work.
  - A combination of experience and education necessary to fulfill the duties and responsibilities of the position.
- Experience in police, fire, EMS, or other emergency functions and procedures may be preferred.
- Must obtain within the first year of employment the following certificates of completion: Incident Command System (ICS) Level 100, 200, 700, and 800
- Ability to successfully pass a background investigation to qualify for and maintain certification to operate NCIC, NCJIS, and related computers. Required certification must be maintained and current throughout duration of employment.
- The incumbent must complete the requisite training and certifications to advance to Communications Specialist I within a period of one (1) year in order to maintain employment.

- At the end of the successful trainee program and successfully completing all position requirements, the employee will be reclassified to Communications Specialist I.
- Military experience applicable to the duties of this position may be preferred.
- Must pass a criminal background investigation.
- Must possess and maintain a valid Nevada Class C Driver License.

## PHYSICAL REQUIREMENTS & WORKING ENVIRONMENT

The conditions and requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- **Physical Requirements.** Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate clearly via telephone, CAD, and other audio and visual communications equipment used by the department. Light lifting (up to 25 pounds) is occasionally required. *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 Environment.** The position functions indoors in an office type environment where most work is performed at a desk or computer terminal. Position may occasionally be required to travel by motor vehicle to deliver materials and attend off-site locations, such as Emergency Operations Command (EOC) centers. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur. Incumbents frequently interface with stressed, panicked, angry, and disagreeable persons and groups. Work is oftentimes performed under extremely stressful situations resulting from citizen emergencies. Circumstances may include multiple emergency incidents occurring simultaneously, oftentimes with multiple frequencies and emergency 911 phone lines, internal and external participants, and other communications occurring simultaneously. Regularly attend meetings and other work related functions on weekends, holidays, day and night, and may be required to be on stand-by on times and days normally off-duty.

**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.**

**NOTICE TO ALL APPLICANTS**

**Applications must be received in the Human Resources Office no later than 5:00 p.m., December 31, 2020.**

**Applications are available at:**

*<http://www.storeycounty.org/jobs.aspx>*

**OR**

Contact Human Resources at 775.847.0968

**A full job description is available at:**

Human Resources at 775.847.0968

**Submit applications to:**

Storey County Human Resources

P.O. Box 176

Virginia City, NV 89440

**OR**

Bring application in-person to:

Storey County Courthouse, 26 South “B” Street, 1<sup>st</sup> Floor

Virginia City, NV 89440

**STOREY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

*“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age disability (Not all prohibited bases apply to all programs.) To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider, employer, and lender.”*

*Date(s) of Posting: 12/16/2020 – 12/31/2020*