

Storey County

**CLASS TITLE: SENIOR COMMUNICATIONS SPECIALIST**

**FLSA Status:** Non-Exempt

Created: 09-04-2008

Last Revised: July 1, 2012

Replaces:

**JOB SUMMARY:** Under general supervision from the Communication Director, acts in a lead dispatching capacity and participates in the performance of both routine and complex public safety dispatching tasks; receives and transmits telephone and voice radio messages; performs a variety of clerical duties related to public safety dispatching, including record keeping, typing, filing and monitoring teletype communications; and performs related work as required.

**CLASS CHARACTERISTICS:** This is an advanced journey level class within the Communications Specialist series. This class is distinguished from other classes in the series by the level of independence and specialized knowledge exercised in the performance of job duties, and the incumbent acts as lead worker on an assigned shift, as well as trainer for new Communications Specialist. This class has a high level of responsibility for decisions on the units dispatched to a call. This class is distinguished from the supervisor level by the lack of supervisory responsibility for the dispatch operations, including personnel and facility management, systems and procedures, and policy interpretation and implementation.

**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. Must be able to demonstrate the operation of equipment contained in the public Communications 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. Provides guidance and assistance in the training of new employees and professional development.
10. Assist in the implementing and writing of policies
11. Assist with writing, updating and maintaining, training manuals and programs
12. Assist and oversee additional communication projects
13. Provides input for the evaluation of performance of Communications Specialists I, II on an assigned shift.
14. May direct activities over Communications Specialists on an assigned shift.
15. May exercise limited technical and functional authority over less experienced communication specialist
16. Represents Storey County in a courteous, professional manner.

## **QUALIFICATIONS FOR EMPLOYMENT**

### **Knowledge of:**

- Modern public safety receiving and transmitting communications equipment, including CAD, VESTSA, and other internal computer systems;
- standard two-way public safety radio broadcasting procedures and rules;
- Basic law enforcement terms and radio codes;
- Local area geography;
- NCIC certification, assigned agency TAC or ATAC, 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 35 words per minute, at minimum,; and
- a basic knowledge of computers.

**Ability to:**

- To remain calm when communicating with people in emergencies and varying stages of distress;
- communicate with individuals from different backgrounds and communication abilities;
- use proper questioning techniques to determine the nature of call and level of emergency;
- utilize available resources for responding to emergencies and calls;
- make decisions quickly and accurately;
- recall facts, details, and other information from memory at a moments notice.
- maintain confidentiality;
- successfully pass a background investigation and drug screen;
- work in a confined area and sit for long periods of time and
- work any shift on a rotational basis, including weekends, holidays, overtime, and on-call assignments.

**REQUIRED CERTIFICATIONS AND LICENSES**

May be required to have a valid Nevada Class C Drivers License.

Ability to successfully pass a background investigation to qualify for and maintain certification to operate NCIC/NCJIS and related computers including being able to certify and train others on these systems. Emergency Medical dispatch (MPDS) and CPR certification, ICS 100, ICS 200 with minimum of four (4) years of experience of all of the above

**EXPERIENCE AND TRAINING BACKGROUND**

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 and at least four (4) years of experience as a law enforcement dispatcher or communication specialist in a multiple role Communications Center, three (3) years of which must be in a class comparable to the Communications Specialist II with Storey County; supplemented with additional specialized training in dispatching, records management, or a related field. Lead worker experience is highly desirable.

**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, stand and sit 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: work is typically performed independently. Lighting conditions may be less than optimal. Frequent interruptions to planned work activities occur. Noise from radios and other communication specialists may be frequent.

**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  , 2012.

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

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Patrick Whitten, County Manager

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Tobi Whitten, SNEA/AFSMCE Comstock Chapter, President

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Holli Kiechler, Administrative Officer

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