



## **EMERGENCY COMMUNICATIONS OFFICER I**

**DEPARTMENT:** Fire/Emergency Communications

### **NATURE OF WORK:**

Learns to use a Computer-Aided Dispatch system to dispatch calls to Police, Fire, Emergency Medical Services, Animal Control, Game Warden, and James City Service Authority (JCSA) personnel, usually in response to emergency situations.

Learns to operate radios, computer terminals, telephone, and related equipment. Work is performed in accordance with established methods and procedures under close guidance of assigned communications training officer.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Learns to receive information via computer system, radio, telephone, written form, or verbally; and learns to dispatch operational units to scenes of crime, fire, accident, disaster, or complaint areas.

Learns to accurately record all information received; learns to maintain a log of all telephone and radio traffic.

Learns to review emergency call information, determine nature of call and dispatch the most appropriate and closest unit or person to the scene of the emergency; learns to use correct codes and clear radio channels as required by FCC regulations; learns to relay all pertinent information to responding units and stay in constant contact to relay additional information and respond to requests.

Learns to monitor location and status of all Police, Fire, and Emergency Services units.

Learns to transfer Fire and Police calls to other jurisdictions as appropriate and refers callers to appropriate agency if not an emergency situation.

Learns to maintain house security checklist; monitor the Virginia Power Surry Early Warning System and activate alarms when necessary; monitor the National Warning System phone and advise local authorities in an emergency.

Learns to operate VCIN/NCIC computer to obtain and enter information for law enforcement.

Learns to take calls for and dispatch JCSA and Animal Control personnel after official business hours.

Responds to callbacks in emergency situations and minimum manning requirements.

Works in the Emergency Operations Center (EOC) during disaster drills and events if required.

Contributes to a harmonious, and respectful work environment by practicing effective communication with coworkers and staff. Engage in workplace behavior that reflects the values of James City County and the Fire Department.

Take advantage of continuing education such as individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be assigned to work alternate times and or locations in order to perform different duties as necessary.

Performs related work as required.

**JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed primarily in the Emergency Communications Center. Operates radio consoles, telephone, and computer systems.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of basic computer operations.

Ability to input data at a reasonable rate of speed.

Ability to learn computerized equipment including, but not limited, to Police Wanted networks and radio system.

Ability to speak clearly and distinctly.

Ability to hear and understand radio and telephone transmissions and respond appropriately.

Ability to learn to record and relay telephone information accurately under extreme emergency conditions.

Ability to understand and follow directions.

Ability to act quickly and effectively during emergencies.

Ability to make accurate and quick decisions, often in emergency situations.

Ability to maintain composure and deal effectively with the public, staff, and other agencies.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent, experience in data entry; and or any acceptable education and experience providing the knowledge, skills, and abilities cited above.

## **NECESSARY SPECIAL QUALIFICATIONS:**

Must successfully complete the following post-offer tests:

- Background investigation, including a polygraph exam;
- Hearing test;
- Drug screening; and
- Personality suitability assessment.

Within six months of hire, must complete certification in VCIN/NCIC in compliance with State requirements.

Within 12 months of hire, must successfully complete:

- Communications Officer I training;
- James City County's In-House Basic Academy; as well as
- Hampton Roads Regional Academy.

This position requires shift work which includes nights, weekends, and holidays.

Date: June 2009

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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Emergency Communications Officer I  
Department: Fire

Position Number: 452  
Division: Emergency Communications

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. *Mental Abilities:*** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

**II. *Verbal Abilities:*** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

**1. Speaking/Talking:**

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other via radio
- Not essential to job functions

**2. Hearing/Listening:**

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

**3. Reading: (ability to read and understand text)**

- Essential to job function
- Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard               | <input type="checkbox"/> Use postage machine                               |
| <input checked="" type="checkbox"/> Use radio/console  | <input type="checkbox"/> Use hand tools                                    |
| <input type="checkbox"/> Use a calculator              | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Physical Demands:**

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
<b>Lift</b>	✓						✓		
<b>Push/Pull</b>									
<b>Hold/Carry</b>	✓						✓		

Manipulation done from:  ground to waist  waist level  waist to shoulder  above shoulder  
(Check all that apply)

Not essential to job function:  Lift  Push/Pull  Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

- | <u>Ladders</u>  | <u>Stairways</u>  | <u>Steps</u>  |
|---|---|---|
| <input type="checkbox"/> Step stool                               | <input type="checkbox"/> 1 flight                                 | <input type="checkbox"/> 1-2                                      |
| <input type="checkbox"/> 8' to 10' step ladder                    | <input type="checkbox"/> 2 flights                                | <input type="checkbox"/> 2-3                                      |
| <input type="checkbox"/> Extension ladder                         | <input type="checkbox"/> 3 or more flights                        | <input type="checkbox"/> 3-4                                      |
| <input type="checkbox"/> Other: _____                             | <input type="checkbox"/> Other: _____                             | <input type="checkbox"/> Other: _____                             |
| <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
<b>Stand</b>	✓						✓		
<b>Sit</b>						✓			✓
<b>Walk</b>	✓								
<b>Run</b>									

If walking or running, over what type of terrain?  flat  rough  both

Not essential to job function:  Stand  Sit  Walk  Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and /or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- 0-5x             5-20x             20-50x             50+x  
 Other: \_\_\_\_\_             Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0-5x             5-20x             20-50x             50+x  
 Other: \_\_\_\_\_             Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			

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