



CHEROKEE COUNTY
JOB DESCRIPTION

TITLE:	Communications Officer	GRADE: 130
DEPARTMENT:	E911	FLSA: Non-Exempt
REVIEWED BY:	HUMAN RESOURCES	DATE: 2019

POSITION SUMMARY

The essential function of the position within the organization is to dispatch emergency services in response to calls for assistance. The position is responsible for answering emergency and non-emergency radio and telephone calls, dispatching appropriate emergency services, operating NCIC/GCIC terminals, providing information to law enforcement and other emergency-response personnel, and maintaining related records. The position works under direct supervision according to set procedures.

MAJOR DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Answers emergency services telephone lines; records essential information and dispatches units from appropriate agencies such as Police Department, Fire Department, ambulance, or other emergency response activities.
- Monitors and responds to administrative and other telephone lines, radio calls, and citizen requests; decides on appropriate course of action, dispatches assistance as required or refers to appropriate service agency; records information or complaints.
- Provides assistance to emergency services personnel by answering questions, running criminal history information, or performing other related services; updates personnel as new information becomes available.
- Maintains current knowledge of County main thoroughfares, access routes and construction-in-progress to assist emergency personnel in reaching assigned destinations.

COMMUNICATION OFFICER

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- Provides first-responder emergency medical instructions to callers in compliance with applicable guidelines and regulations as necessary.
- Maintains various logs, charts and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative or legal action; prepares routine reports.
- Provides assistance with difficult situations to lesser experienced Communications Officers as needed.
- Attends technical or professional classes to improve technical or professional skills, and to maintain certification.

DESIRABLE QUALIFICATIONS

Education and Experience

Requires high school diploma or GED, and one year of college or vocational school education in law enforcement, emergency medical technician, computer operations or a closely related field.

Any combination of education, training, and experience that provides the required knowledge and skills is acceptable.

Certificates, Licenses and Registrations

Requires a valid State of Georgia Driver's License and satisfactory Motor Vehicle Record, Georgia Crime Information Center Computer Operator certification, and current Emergency Medical Dispatch and CPR certification.

Knowledge, Skills and Abilities

Requires two years of related experience.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Cherokee County is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

REQUIREMENTS INCLUDED IN THIS CLASS SPECIFICATION MAY BE SUBJECT TO MODIFICATION IN ORDER TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES WHO ARE OTHERWISE QUALIFIED TO PERFORM THE ESSENTIAL DUTIES OF THE JOB.