

BEDFORD COUNTY

COMMUNICATIONS OFFICER

Applications are being accepted for the position of Communications Officer to work at the Joint Communications Center located at 1345 Falling Creek Road in Bedford, Virginia. Candidate will perform responsible technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations. Typical duties include: receiving, classifying, processing and dispatching all emergency and non-emergency calls for service utilizing computer-aided dispatch and other computer-related systems; assisting public with informational requests; performing data entry.

The candidate should have a combination of education and experience equivalent to graduation from high school along with a general knowledge of the methods of operating the E-911 system; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public. Qualified applicants will be contacted to participate in a skills assessment test; only those individuals who are tested and meet the minimum score requirements on the test will be interviewed. Participants who are interviewed and not selected to fill the current vacancy will be placed into a pool of candidates for future openings.

Applications and job descriptions are available on our website: www.co.bedford.va.us and are also available from the Bedford County Human Resources Department, Bedford County Administration Building, 122 East Main Street, 2nd Floor, Bedford, VA 24523, (540) 586-7601. Starting salary is \$24,201 plus excellent benefits package. Benefits include: life, medical, dental, and vision insurance, flexible spending plan, retirement, direct deposit, paid holidays, vacation and sick leave. Opportunity for advancement and salary increases upon completion of courses/certifications. Applications will be accepted until position is filled. **Previous applicants need not re-apply.** EOE, ADA.

COMMUNICATIONS OFFICER - 6111

GENERAL DEFINITION OF WORK:

Performs intermediate skilled clerical and responsible technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving, classifying, processing and dispatching all emergency and non-emergency calls for service utilizing computer-aided dispatch and other computer-related systems; assisting public with informational requests; performing data entry.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Receives law enforcement, fire, rescue and related service requests and calls.
- Operates radios, recording devices and computer terminals.
- Dispatches emergency and non-emergency equipment and personnel where and when needed.
- Receives and forwards informational requests, complaints and other calls for County and City departments and other agencies.
- Receives and transmits messages by radio and maintains radio log.
- Operates teletype terminals on NCIC/VCIN networks; monitors VCIN computer; provides information to officers; inputs and retrieves data.
- Prepares and maintains public safety computer records.
- Keeps in telephone contact with caller when situation dictates.
- Serves as training officer for new personnel as qualified.
- Supervises staff in absence of Shift Supervisor.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the methods of operating the E-911 system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County, the City, and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some communications experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.