#### WALSH COUNTY

### **POSITION DESCRIPTION**

POSITION TITLE: Communications Specialist STATUS: Full Time

FLSA STATUS: Non-exempt

**REPORTS TO:** Director of Emergency Management, 911 Comm./Weed Officer Emergency Management/911 Communications/Weed Control

#### POSITION SUMMARY:

Work involves providing twenty-four hour communications for Walsh County through the operations of radio networks, data processing terminals, satellite communications, teletype machines and cellular and land line phone systems. Receives, clarifies, relays and dispatches information to the appropriate emergency services, law enforcement and agencies statewide.

## **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

- Provide assistance to the general public, state, federal and local agencies in emergency (i.e. 911) and non-emergency situations. Act as backup to the neighboring Public Service Answering Points (PSAP's).
- Interview callers to obtain preliminary report of incident or emergency to determine
  response requirement and priority assignment and dispatch units in accordance with
  established protocol or jurisdictional standard operating procedures (SOP); provide
  medical, safety and lifesaving instructions and procedures when necessary.
- Monitor and maintain radio communication with Federal, State and local law enforcement and parole and probation officers, and public safety officers (i.e. Fire, medical, etc.) to ensure their safety and provide situational awareness.
- Enter, update and retrieve information from the National Law Enforcement Teletype System, National Crime Information Center (NCIC) and other computerized data systems regarding driver's license status, wanted persons, vehicle registrations and stolen vehicles for requesting law enforcement personnel.
- Monitor National Warning System (NAWAS); answer and acknowledge all warnings, alerts and tests; disseminate severe weather watches and warning to law enforcement, emergency responders and the general public; assist law enforcement and Department of Transportation with closure of any state highways due to catastrophic failure or safety concerns.
- Identify, assess and coordinate countywide response to an emergencies or threats (i.e. bomb threats, weapons of mass destruction, and hazardous materials spills).
- Maintain Walsh County Dispatch Center's records systems.
- Work also involves entering events into computer aided dispatch systems, participating in Emergency Management and Homeland Security assignments.

## REQUIRED SKILL, KNOWLDEGE, & ABILIITES:

- Must be able to provide friendly, professional service to the public.
- Must be able to exercise independent judgment in appropriate situations
- Must have knowledge of a variety of computer software applications in data entry and word processing.
- Must have knowledge of use and operation of standard office equipment, at a level generally acquired through 1 year of experience.
- Must be able to read and understand maps
- Must be able to perform work to meet accuracy standards and time deadlines.
- Must be able to plan, organize and prioritize job duties without constant supervision

• Employees in this class are required to obtain certification by the National Crime Information Center (NCIC), Cardio-Pulmonary Resuscitation (CPR) and Emergency Medical Dispatcher (EMD) within six months of employment.

### **ESSENTIAL MENTAL & PHYSICAL FUNCTIONS:**

- Ability to read and understand documents, maps, records, guidelines, etc.
- Ability to perform a number of sequential and involved operations, such as making comparisons, cross-checking, and detecting errors.
- Ability to communicate via telephone and in person with or without accommodation
- Ability to remain calm under pressure
- Use of standard office equipment with or without accommodation
- Use of hands to perform data entry with or without accommodation
- · Ability to bend and lift objects up to 10 lbs
- Ability to sit for extended periods of time
- Working conditions are those usually found in indoor office settings; however, mental strain may become excessive at times due to stressful calls and/or long overnight hours.
  - Frequent data input creates risk of repetitive motion injury (standard protections in place)
- Must maintain regular and acceptable attendance at determined by the supervisor

# Additional possible duties for Dispatcher II:

- Update Computer Aided Dispatch (CAD) and other electronic media as required.
- Train new employees on correct dispatch procedures, CAD and mapping.
- Review SOPs, paging procedures, and correct formats for teletype inquiries.
- Assist with developing, implementing, presenting, scheduling, and tracking of training for communications center staff; ensure all certifications remain current.

The employing department may substitute directly related work experience or education for minimum qualification requirements in written justification.

(Employee) (Date)

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.