

GARRETT COUNTY GOVERNMENT

JOB DESCRIPTION

JOB TITLE: Public Safety Communications Officer
DEPARTMENT: Garrett County Sheriff's Department
DIVISION: Communications Division
REPORTS TO: Chief Communications Officer/Chief Operations Officers
FLSA STATUS: Non-Exempt

SUMMARY: This is emergency communications work. An employee in this class with the direction from the Chief Communications Officer or Chief and receives emergency and non-emergency telephone and radio requests for assistance and relays them to the appropriate agencies. Performance is evaluated on periodic sampling of emergency telephone conversations, correct logging entries, proper dispatching techniques.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The Public Safety Communications Officer is to work with, oversee, and/or coordinate with the following on a day-to-day basis: Law Enforcement, Fire and EMS Departments, State Highway Administration, County Roads Department, and allied agencies.

1. Receives 9-1-1 and non-emergency requests for assistance in case of fire, medical, police and other emergencies and assists as needed and required.
2. Provides Emergency Medical Dispatch protocol to all applicable medical calls
3. Provides Emergency Police Dispatch protocol to all applicable police calls
4. Dispatches/notifies Fire, EMS, Police and allied agencies as needed
5. Operates radio receiver/transmitter and recording devices.
6. Logs all radio and telephone messages received and sent
7. Prepare written reports as required.
8. Pages afterhours agencies as needed and required
9. Notify the Director of Emergency Management, the Sheriff, and/or assistant as needed and required
10. Maintain a listing of all roads/streets in Garrett County.
11. Monitor severe weather conditions at all times
12. Monitors NAWAS warning system at all times
13. Maintain records of all available emergency equipment
14. Keep daily records of all emergency equipment in and out of service
15. Maintain communications with all units in the field during each event.
16. Transmit received weather warnings to designated agencies; monitors various alert systems and take appropriate action when they are activated
17. Receive warrants, criminal summons, and protective orders from the court systems and maintain the proper files as required.
18. Enter warrants, stolen property, stolen vehicles, missing persons, ex-parte & protective orders into the Meters/NCIC system and maintain the files as needed and required.
19. Other duties may be assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ❖ Must be at least 18 years of age.
- ❖ Must exhibit good reading, writing, oral communication, typing and computer skills.
- ❖ Must be willing to work rotating skills, weekends, holidays, work extended hours and readily available

- ❖ for emergency call out as needed.
- ❖ Must be able to perform multiple duties at one time dealing with time constraints.
- ❖ Working knowledge of spelling; of the geography of Garrett County and its many subdivisions; of the location of the emergency facilities.
- ❖ Ability to establish and maintain effective working relationships with others; to enunciate properly, to have sufficient aural acuity to hear the normal spoken word; to calm others and remain calm under very stressful situations; to be able to listen to several situations at once; to accept responsibility for and have the ability to make quick and accurate decisions involving large amounts of equipment and manpower during initial alert. .
- ❖ Must have a working knowledge of fire, rescue, and police operations.
- ❖ Ability to file, retrieve records, ability to communicate and deal with the public in a professional manner.

EDUCATION and/or EXPERIENCE:

- ❖ Sufficient education to learn to perform the above cited examples of work with a six-month probationary period.
- ❖ High School Diploma or GED

CONDITIONS OF EMPLOYMENT:

Individuals who do not hold a current AHA CPR card must obtain one within 6 months.

CERTIFICATES, LICENSES, REGISTRATIONS:

CPR/AED Certifications

Emergency Medical Dispatch Certification - must be obtained within a year

Emergency Police Dispatch Certification - must be obtained within a year

Meters/NCIC Terminal Operator Certification

Valid Driver's License

ADDITIONAL DESIRABLE QUALIFICATIONS:

First Responder or higher license

Firefighter 1 or higher

Experience as a provider of fire and EMS

Foreign Language/s

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Must have the ability to perform under stressful situations and work extended hours.
2. Must be able to sit and/or stand for extended periods.
3. Must be able to work shift which may require working alone without the ability to take breaks or leave the work area for extended periods.
4. This job is generally office work, but occasionally requires exertion during disaster situations, including damage assessment in the field, equipment maintenance, and inspection in various environments.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

During normal operations, the work environment is completely enclosed in a secure area with limited or no contact from the public. The work environment is often very stressful. The job requires 24-hour/seven day a week availability, frequently demands being called in during adverse conditions and may require extended work periods.