

## **COMMUNICATIONS OFFICER**

### **NEW RIVER VALLEY EMERGENCY COMMUNICATIONS REGIONAL AUTHORITY**

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#### **GENERAL RESPONSIBILITIES**

Performs responsible technical work ensuring the prompt answer of incoming emergency and non-emergency requests for law enforcement, fire and emergency medical services and for the timely and efficient dispatch of the appropriate responders. Monitors a variety of frequencies and serves as a vital communication link to the units deployed. Performs other duties as assigned.

#### **ESSENTIAL FUNCTIONS**

- Receives, processes and dispatches all emergency and non-emergency calls for service requiring police, fire and medical response.
- Obtains crucial and pertinent information to dispatch appropriate emergency personnel and equipment.
- Operates a variety of advanced communications equipment such as 9-1-1 call handling equipment, computer aided dispatch (CAD), radio dispatch consoles, and recording devices.
- Utilizes geographic information system (GIS) display to identify proper location information.
- Performs the necessary functions to enter, maintain and update information in an efficient and timely manner.
- Monitors radio communications of all public safety responders and maintains accurate records and logs.
- Makes appropriate administrative and emergency notifications according to policy and procedures.
- Performs various database searches and generates reports as required.
- Works assigned hours and shifts as required for continuous coverage and operation of the emergency operation center.
- Performs job tasks effectively in a professional manner under varying levels of stress and activity.
- Maintains effective working relationships with communication personnel, administrators, member agency personnel, agency customers, and the general public.
- Performs additional functions or other related duties as assigned.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

General knowledge and experience with computer software and hardware.

General knowledge of the geography, streets and landmarks for all member public safety agencies.

Ability to communicate effectively with staff, citizens, and other departments to perform assigned duties in a courteous and professional manner.

Ability to solicit pertinent information from emotional or irate callers.

Ability to convey information accurately and speak clearly.

Ability to prioritize and perform multiple tasks simultaneously.

Ability to make accurate and timely decisions in emergency situations and a stressful environment.

Ability to obtain and/or maintain all required certifications such as DCJS Basic Dispatcher, Virginia Criminal Information Network/National Crime Information Center, Cardio Pulmonary Resuscitation, Emergency Medical Dispatch.

Ability to maintain good working relationships with employees, other public agencies, and the general public.

## **EDUCATION AND EXPERIENCE**

Graduation from high school or possession of a GED and work experience involving public contact, preferably with an emergency response agency. Special Requirements: Completion of appropriate training and certifications prescribed by the Commonwealth of Virginia for this level of position. Possession of a valid driver's license issued by the Commonwealth of Virginia or ability to possess within 30 days.