

COUNTY OF OXFORD

Job Description

TITLE: Communications Officer

DEPARTMENT: Communications

DIVISION: NA

FLSA: Exempt

Non-Exempt

APPROVED DATE: December 31, 2009

REVISED DATE: February 18, 2014

APPROVED BY: County Commissioners

JOB PURPOSE: Assists the public by taking both emergency and no-emergency calls for service and dispatch that information to the proper responding unit, either fire departments, rescue department, law enforcement agencies as appropriate. Assist other law enforcement agencies in the County as required.

GENERAL EXPECTATIONS:

- be committed to the mission of the County
- work as a member of a team in the performance of duties
- be punctual for scheduled work, attend work regularly, and use time appropriately
- work in harmonious relationships with all county staff and community
- perform duties in a conscientious, cooperative manner
- perform required amount of work in a timely fashion with a minimum of errors
- be neat and maintain a professional appearance
- understand and work within Oxford County Government and Communications Center Policies and Procedures
- work collaboratively as a member of a team with various groups of staff depending on the issue addressed
- accept shared responsibility with other team members to successfully accomplish goal of each team which he or she is a member
- assure quality in work performed in order to facilitate the delivery of quality services
- maintain confidence and protect County by keeping information concerning clients and County operations confidential
- take Direction in a professional manner from the Director and designees
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KEY EXPECTED RESULTS:

1. Dispatches fire and rescue personnel and all law enforcement personnel as requested.
2. Receives calls for assistance, decides appropriate response and dispatches appropriate units.
3. Received calls for information and provides response to such request if known; if not known, refers calls to appropriate agency.
4. Enters dispatch information into the Computer Aided Dispatcher (CAD) system and updates information on unit(s) arrival, clearance and call status as required.
5. Records all communication as required by agency procedures in CAD system.
6. Disseminates police information regarding wanted persons, stolen vehicles, missing person, and other information that may be received via telephone, teletype or other means.
7. Acquires and maintains a thorough knowledge of the location and characteristics of significant areas of the municipalities and unorganized territories' serviced by the Communications Center.
8. Maintains warrants and other required information by entering, modifying, or canceling warrants into the Maine Wanted Network (MWN)/National Crime Information Center (NCIC) wants computer using proper codes and procedures set for each and enters all bail forms presented by bail commissioners, all Arrest Tracking Number (ATN)/Citation Tracking Number (CTN) entries for law enforcement agencies within the County, and court ordered protection from harassment and protection from abuse orders.
9. Assists courts by receiving and providing request for warrant recalls from system.
10. Assists other departments by researching computer records for information needed to assist them in their investigations.
11. Assists law enforcement officials by handing request for Division of Motor Vehicle records and other information per policy.
12. Maintains familiarity with agency procedures for the use of equipment, urgent law enforcement, fire service, and emergency medical service to be capable of activating them immediately.

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13. Assures personnel who have been dispatched to calls are fully informed of all facts affecting the safety and efficient of they response to the call, including applicable officer in charge.
14. Assists and communicates with corrections staff as required.
15. Maintains location of all officers on duty and immediately information applicable patrol shift supervisor when contact with officers cannot be made.
16. Maintains equipment in working order and immediately informs Shift Supervisor of any defects or malfunctions.
17. Monitors alarm systems as they come into the center and dispatches appropriate response units in the event of alarm activation.
18. Maintains records as may be required by all State and Federal agencies, enters information on past and current complaints into the computer system and notifies applicable agency.
19. Maintains professional and technical knowledge and all required licensure by attending educational workshops and training, establishing personal networks, participating in professional societies.
20. Maintains a complete technical knowledge and familiarity with all equipment, utilized in the Communications Center.
21. Contributes to team effort by accomplishing related results as needed.
22. Supports the County's safety and health policies by attending required safety training programs, reporting all accidents and suspected safety hazards to the appropriate authority. Follows all safety protocols.
23. Fulfills job function by participating as an active member in training and participating on County task forces as requested.
24. Performs other duties as requested by the Director and/or shift supervisor.

PHYSICAL REQUIREMENTS:

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

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While performing the duties of this job, the employee is regularly required to sit for extended period of time, talk and hear. The employee is occasionally required to stand, walk and use hands to finger a standard computer keyboard, use computer, mouse, telephone, radio, Telephone Teletype (TTY), pager, teletype, radio console, printer, copiers, fax, cell phone and other usual office equipment.

Specific vision abilities required by the job include close vision, distance vision, depth perception and the ability to adjust focus. The employee must occasionally lift and./or move up to twenty (20) pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office conditions are present. Noise level is usually quiet.

REQUIREMENTS AND SKILLS NEEDED FOR POSITION:

- High school diploma or equivalent.
- Knowledge of computer essential.
- Successful completion of the full terminal operator control course, Emergency Medical Dispatching cardio pulmonary resuscitation (CPR) and protocols, First Aid, and Hazardous Materials Awareness Level, Next Gen E9-1-1 telephone equipment use and National Academies of emergency dispatch within probationary period.
- Ability to acquire and maintain Maine Emergency Medical Service license.
- Excellent communication skills.
- Demonstrate ability to remain calm and maintain control in stressful situation.
- Successfully completes compatibility profile instrument
- Maintains yearly training credits.

EXPERIENCE:

- One (1) year in public safety field preferred
- Previous experience in radio communications desired

REPORTS TO:

Shift Supervisor

SUPERVISES:

None