



EMPLOYEE NAME: _____

Created: 4/16; Revised: 6/18

JOB DESCRIPTION

POSITION TITLE: Emergency Communications Operator	JOB CODE: 474B
DIVISION: Operational Support	SALARY SCHEDULE: Office Clerical/Technician Annual
DEPARTMENT: CCSD Police Department	WORK DAYS: 238
REPORTS TO: Police Captain	PAY GRADE: Rank VII (NCT7)
FLSA: Non-Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Performs work involving answering emergency and non-emergency calls and dispatching appropriate response units. Responsible for entering information into computer; providing life-saving and pre-arrival instructions to callers in medical emergencies; and maintaining contact with callers and response units while enroute as needed. Relays information to law enforcement agencies on suspects and wanted persons. Employees in this classification are central to the preservation of life, health, safety and property of citizens, employees of the Cobb County School District, and employees of the Department of Public Safety.	

REQUIREMENTS:

1.	Educational Level: High School Diploma or GED required
2.	Certification/License Required: Communications Officer Certification (Georgia P.O.S.T.); Cardiopulmonary Resuscitation (CPR) Certification; Emergency Medical Dispatch (EMD) Certification; NCIC/GCIC Certification
3.	Experience: 3 years Emergency Communications Operator experience
4.	Physical Activities: Frequently required to sit; use hands to finger, handle, or feel; talk or hear; lift and/or move up to 10 to 20 pounds. Frequently exposed to high stress situations and excessive noise.
5.	Knowledge, Skills, & Abilities: Knowledge of general office equipment and administrative support functions. Knowledge of federal, state and local regulatory standards, laws, ordinances and requirement applicable to the work. Ability to effectively communicate both orally and in writing, strong oral communications skills, e.g., clarity, enunciation, vocabulary, resonance. Ability to hear and comprehend persons calling for service or assistance; ability to relay interpretation of emergency and medical calls to appropriate personnel/agencies. Ability to remain calm and controlled under stressful conditions in emergency situations.

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Answers incoming emergency and non-emergency calls from the public; determines the nature of the call; determines correct signal and/or code; assigns priority to call; simultaneously enters information into computer/log; communicates with CCSD Staff regarding public safety matters.
3.	Provides life-saving and pre-arrival instructions to callers in emergency medical situations; remains available to callers while units are enroute; checks medical status.
4.	Maintains awareness of available response units in order to dispatch calls appropriately and efficiently.
5.	Retrieves and relays information from GCIC and NCIC, such as driver’s license, weapon registration, tag and article ID numbers, dates of birth, etc. to law enforcement personnel.
6.	Contacts appropriate agencies by telephone to confirm wants and warrants at request of public safety officer; relays information to NCIC representative to confirm warrants and to relay information regarding stolen items.
7.	Contacts appropriate ambulance service for each medical call and keeps their personnel updated while enroute.
8.	Interacts with public over the phone to answer questions, provide information, or resolve problems; provides information on how to retrieve lost or stolen property; retrieve vehicles from impound facilities, obtain accident reports, etc.

9.	Enters incident information and incident numbers into computer so it is available to public safety personnel.
10.	Performs other duties as assign by the appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____