

JOB DESCRIPTION: Communications Officer

[Previous](#) [Top](#) [Next](#)

TITLE: Communications Officer
DEPARTMENT: Communications
REPORTS TO: E911 Coordinator

GENERAL SUMMARY

Compensation Board funded Dispatchers are employed by and under the direct control of the Sheriff. The 911 funded Dispatchers are employed by the County, but are under direct control of the Sheriff. The E911 Coordinator shall oversee the communications section. The Sheriff may appoint a Chief Dispatcher. These individuals shall provide the supervision and direct the day-to-day operations of the communications center.

DUTIES AND RESPONSIBILITIES

- A base radio station will be maintained at the Sheriff's Office for the purpose of dispatching.
 - Agencies dispatched –
 - Sheriff's Office
 - County Fire
 - County EMS
 - Virginia State Police (SIRS)
 - Virginia Game Commission
 - Town of Lawrenceville Police
 - Town of Alberta Police
 - Town of Brodnax
 - Other mutual aid as needed

- The communications center shall also provide a monitoring point for the E 911 phone systems, wire and wireless.
- The agency's business/administrative phone lines.
- The call taker functions of the department for emergency calls and complaints,
- Maintain and use the computer aided dispatch system, entering and querying data regarding calls for service, warrant checks, call history, etc...
- Maintain and use the NCIC/VCIN computer network entering and querying wants for persons, property, etc..., receiving automated data communications from other agencies, and to obtain DMV information.
- Alarm monitoring, in house alarms and response to calls for service reference alarms, residential and commercial.
- The dispatching functions of the Sheriff's Office and other agencies as determined by the Sheriff and any other functions as required by the Sheriff.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of communications practices in general and of the department in particular.
- Special emphasis on computer skills, excellent verbal communications abilities, acquisition and use of data bases especially as they apply to computer aided dispatch, and records management techniques.
- Have the ability to handle stressful situations and prioritize information as received.
- Possess an extensive knowledge of the geography of the county, its borders, businesses, residents and schools.
- Possess good communication skills and leadership ability.

REQUIRED TRAINING

Within one year:

- Basic Dispatch School (40 hours)
- VCIN / NCIC Certification (16 hours)
- Cardiopulmonary Resuscitation (8 hours)
- Emergency Medical Dispatch Training (40 hours)

MINIMUM QUALIFICATIONS

- High school degree
- Responsible work experience
- Valid Virginia driver's license

PREFERRED QUALIFICATION

- Two years with some type of communications experience