

PIERCE COUNTY BOARD OF COMMISSIONERS

Job Title Communications Officer
Department E911
Hours Rotational
Classification Full-Time, Non-Exempt
Reports to E911 Director
Pay Rate \$15.60/hour



JOB SUMMARY:

This position is responsible for receiving, documenting, and dispatching, by telephone and radio, Emergency Management Agency, Law Enforcement, Fire, and Emergency Medical Services. This may include any other agencies that may be deemed as emergency agencies where an employee, in this classification, contacts appropriate personnel to be dispatched, giving all pertinent information. A successful candidate must be capable of exercising independent and sound judgment in the handling of an emergency.

Examples of Work

The following examples of duties and associated tasks are typically performed by this position. No attempt is made to be exhaustive in this listing.

1. Major Duties:
 - a) Receives calls by radio or through the Enhanced 911 System and other designated emergency lines for, Emergency Management Agency, Law Enforcement, Fire, and Emergency Medical Services, along with other entities as may be required.
 - b) Transmits such messages as may be necessary in conducting operations.
 - c) Acquires knowledge and experience in, but not limited to, the following.
 - (1) Operation of all E911, telephone, and radio equipment
 - (2) Documentation of all Communications Center activities
 - (3) Recognition of equipment trouble signs, initiates the proper contacts, and makes the proper documentation.
 - (4) Dealing with members of the public and public safety personnel under highly stressful situations
 - (5) Decision making within the prescribed guidelines.
 - d) Responsible for becoming knowledgeable and remaining current on all directives and procedures issued by the Director, or any designated supervisory personnel.

Desirable knowledge, skills, and abilities:

Knowledge of geography and road systems throughout the County

Skill in detecting the scope and magnitude of an emergency.

Ability to speak distinctly and calmly when dealing with the public and emergency personnel under stressful conditions.

Minimum Education and Experience Requirements

- 1) Completion of a high school course of study or its recognized equivalent.
- 2) Minimum age of eighteen (18) years by the date of employment.
- 3) Must be able to pass a background check, physical exam, and drug screening.
- 4) Ability to meet all minimum state requirements for GCIC/NCIC terminal full operator within six months of hire.