

**TRI-COUNTY E-911 AUTHORITY
9161 NASHVILLE HWY.
LAKELAND, GA 31635
(912) 487-3276
(912) 487-1806**

JOB DESCRIPTION

**TITLE: COMMUNICATIONS OFFICER
DEPARTMENT: E-911 COMMUNICATIONS CENTER**

GENERAL SUMMARY: Uses a computer-aided dispatch system, receives emergency calls from the public requesting police, fire, medical or other emergency services. Determines the nature and location of the emergency, determines priorities, and dispatches police, fire, ambulance or other emergency units as necessary and in accordance with established procedures. Receives and processes 911 emergency calls, maintains contact with all units on assignment, maintains status and location of all units. Monitors direct emergency alarms, answers non-emergency calls for assistance. Enters, updates and retrieves information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitors several complex public safety radio frequencies. Operates a variety of communications equipment, including radio consoles, telephones, and computer systems.

Communications Officers performs a full range of radio and telephone operational duties in this 24-hour facility.

MINIMUM REQUIREMENTS: To be considered, applicants must possess the following entrance requirements. Applicants must be at least 18 years old, have a valid Georgia Driver's License, and have no felony convictions.

EDUCATION AND EXPERIENCE: Applicants must have a High School Diploma or GED.

SPECIAL REQUIREMENTS:

1. Willingness and/or ability to work rotating shifts, including nights, holidays and weekends. Work irregular duty assignments; wear a uniform, work under undesirable and hazardous conditions. Conform to department grooming standards, successfully pass a background investigation, attend educational sessions as required, travel out of town for one day or more.

2. **Physical and mental health-Candidates considered for appointment must pass a job related drug screening. Incumbents must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.**

SELECTION PROCESS:

PART I: A review of all applications to identify those applicants who meet the minimum requirements for acceptance into the exam. Resumes will not be accepted in lieu of completed Application Forms.

PART II: An evaluation of those applications to select those best qualified to continue in the selection process.

PART III: Interview of Qualified Candidates.

PART IV: Performance Test (Qualifying Only). This test consists of several sections, a written test which may include a dictation and directional exercise, as well as verification of data, and map reading sections. These will determine the candidate's ability to read maps, determine locations and directions, and will evaluate abilities to perform the duties of this position. Dictation may be by audio and/or video tape.

PART V: A job-related Qualifications Appraisal Interview (weighted 100%). Performance Examination may be given in conjunction with the Qualifications Appraisal Interview. The Director will conduct a comprehensive review of each candidate's technical knowledge and overall suitability for the position. Candidates receiving a score of 70% or more will have their names placed on an Eligible List. Placement on the Eligible List does not guarantee employment. Tie scores will be broken by giving priority to the candidate based on the earliest application date. Prior to employment, a thorough background check will be conducted. Federal law requires that, prior to employment, you must furnish proof of your identity and eligibility for employment in the United States.

PART VI: Background Investigation. A thorough Investigation of personal history, including but not limited to work history, education, Military, arrest record, etc., will be conducted on all those candidates placed on the Eligible list. A polygraph exam may be administered during this part of the background Investigation.