



## 911 Emergency Communications Officer

### POSITION SUMMARY

As a 911 Emergency Communications Officer, under general supervision, you will be responsible for receiving, recording and dispatching 911 calls to the appropriate emergency rescue personnel. Duties are performed in an Emergency Dispatch Center environment which is fast paced and often stressful. Emergency Communications Officers provide excellent customer service to the public while exercising considerable tact and firmness in obtaining information from distressed persons.

### ESSENTIAL FUNCTIONS

- Answer 911 emergency and non-emergency calls from the public utilizing a variety of communications devices such as telephone, radio, and teletype.
- Assist inbound calls, from our internal customers, with citizen information, DMV records, background reports and other related information efficiently and expeditiously.
- Obtain pertinent information from incoming calls in a prompt and courteous manner.
- Classify and prioritize calls to establish and coordinate the proper public safety response
- Dispatch the appropriate resources such as police, fire, animal control and/or other emergency personnel as appropriate. Coordinate mutual aid when required.
- Utilize Computer Aided Dispatch System (CAD) to promptly and accurately record data from all calls.
- Efficiently operate computer terminal connected to Virginia Criminal Information Network (VCIN), National Crime Information Center (NCIC), and the Division of Motor Vehicles (DMV) to obtain and relay essential information to emergency response team.
- Monitor status of field units to ensure officer safety and availability for services.
- Efficiently operate multiple communications devices and computer terminals concurrently to insure swift and appropriate response to calls.
- Monitor alarms and security systems.
- Perform other duties as needed.



## REQUIRED EDUCATION AND EXPERIENCE

High School Graduate or GED and at least 18 years of age.

Lawful resident of the United States for the past 10 consecutive years.

One to two years work experience in the emergency response field and/or customer service field is helpful. Enthusiastic, career-minded applicants, meeting all skills and abilities requirements, will be trained.

Successful completion of pre-employment tests to include (but not limited to) written, oral, verification of employment history, credit, criminal and DMV background check, and timed computerized test to measure ability to multi-task

Successful completion of a comprehensive training program.

## REQUIRED SKILLS AND ABILITIES

Ability to quickly and accurately record information utilizing a keyboard.

Ability to clearly, effectively and efficiently communicate in the English language, both verbally and in writing. Bilingual ability is a plus.

Capable of multi-tasking, exercising good judgment and making quick decisions in stressful situations.

Capable of working rotating shifts (including evening and midnight), weekends, holidays and overtime. Flexibility in order to accommodate unexpected situations, emergencies, etc.

Able to maintain a professional, calm and helpful attitude with callers.

Must want to work in a public services environment and have a desire to assist the public in distressed situations.

*Due to the critical nature of communication with the public an Emergency Communications Officer will have on a daily basis, and the high level of scrutiny given our public service applicants, you will be required to undergo an extensive and sometimes lengthy background check. This background check will be similar to what applicants for the position of police officer would undergo.*