

JOB DESCRIPTION

JOB TITLE: Communications officer 2
REPORTS TO: Shift Supervisor
DEPARTMENT: Emergency Communications
DIVISION:
GRADE: 4

ORIGIN DATE: March 1995
REVISION DATE: 6/14/2021
DEPARTMENT NO.: 28
CLASSIFICATION: Non-Exempt
JOB ZONE: 4.0 to < 6.0

I. REASONABLE ACCOMMODATION STATEMENT:

- a. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- II. JOB SUMMARY:** Communications Officer’s responsibilities include, but are not limited to, providing the link between those requesting public safety services, both emergency and non-emergency, and evaluating and dispatching the required resources as needed. Communications Officer’s will be expected to provide lifesaving interventions over the phone, accurately, using the tools provided. Communications Officers are a critical link in the protection of life and property.

The roles, responsibilities, job functions, knowledge, skills and abilities set forth herein may be revised from time-to-time in order to comply with federal and state laws, departmental needs and the changing requirements for this position.

III. ESSENTIAL FUNCTIONS:

- a. Receiving and responding to calls for service
- b. Relaying vital information to responding units and/or summoning the proper authority
- c. Maintenance of accurate radio and telephone logs
- d. Accurately entering information into computer
- e. Accurately and promptly using medical and fire dispatch protocols to provide life, safety instruction
- f. Retrieving and completing accurate data entry into the Computer-Aided Dispatch system.
- g. Duty to maintain a positive work atmosphere by acting and communicating in a manner so that employee gets along with customers, citizens, coworkers and management.
- h. Being pleasant, respectful and civil with others on the job and displaying a good-natured, cooperative attitude.
- i. Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- j. Obligation to be reliable, responsible, dependable, and fulfill duties.
- k. Must show up for work on a regular and predictable basis as scheduled

IV. MARGINAL FUNCTIONS: These include but are not limited to:

- a. Accurately completing warrant, PFA (protection from abuse) Orders and NCIC entries and validations
- b. Map reading and analysis

- c. Type reports
- d. May be required to work long hours, weekends, holidays, and/or scheduled days off
- e. Clean communications area
- f. Other related work as required or directed
- g. Handling communication relay for law enforcement, fire, emergency medical services, and, other emergency and non-emergency service units as needed.
- h. Utilizing multiple forms of technology to provide lifesaving instructions.
- i. Responsibility for radio, telephone, KCJIS, Computer, in-person, and, written communications relay of information both public and confidential in nature.
- j. Must be able to act without supervision. Work is reviewed by supervisor(s) through reports and observations.

V. **QUALIFICATIONS:** Special Requirements: Because of the confidential, sensitive nature of information processed, and Criminal Justice Information Systems regulations, an employee must be able to pass a background investigation and polygraph examination. Felony criminal history will automatically disqualify or terminate employment.

- a. Experience: Prior experience is not required. Public safety communications experience is desirable. Employee is expected to have acquired the necessary information and skills to perform the job within acceptable standards after six months in this position. Employee will be required in an additional six months to demonstrate competency and proficiency.
- b. Education: High School Diploma or GED required. Requires receiving at least twenty (20) hours of continuing education training annually to maintain proficiency and certifications. Ability to speak and read English fluently is required. The ability to speak and/or read additional language(s) is helpful.
- c. Emergency Medical Dispatch certification is required to be obtained during the training period. Recertification is required throughout employment. Employees not passing initial testing, and not meeting the minimum initial score to be eligible for re-testing, necessitating a second attendance through the full course, shall not be retained.
- d. Citizenship: Employees must be a United States Citizen or otherwise be legally entitled to work in the United States.
- e. Accountability: Employee is accountable for the efficient and acceptable performance of his/her duties and responsibilities.
- f. Supervision: Limited supervision is provided by the Shift Supervisor and/or other supervising personnel.
- g. Personal Relations: Frequent contact with other departments and continual contact with the general public. Employees in this position must be able to maintain a calm, professional demeanor while effectively gathering information necessary to provide needed assistance to all citizens.
- h. Working Conditions: Adverse working conditions exist to public safety communication personnel. This position is sedentary in nature with minimal tasks that require lifting, pushing, pulling or carrying medium weight (25-30 pound) loads.
- i. Physical Requirements:

1. Employees hired after August, 2018: Lyon County/City of Emporia (Company) understands that a job analysis is being completed in compliance with the American’s with Disabilities Act (ADA). One of the outcomes of the job analysis is the determination of one or more job specific tests that will either qualify or disqualify the post-offer or post-employment (fit for duty) candidate for the position. For the Classification Series of LYON COUNTY/CITY OF EMPORIA: OFFICE PERSONNEL: **The Company representative hereby acknowledges the following as valid physical requirements:**

- a. Employee lifts/carries 50 pounds occasionally (less than 33% of the time or 1-100 times per day).
- b. Employee lifts/carries 25 pounds frequently (34%-66% of the time or 100-500 times per day).
- c. Employee lifts/carries 10 pounds constantly (67%-100% of the time or over 500 times per day).
- d. Employee’s position requires pushing a maximum force of 5 pounds.
- e. Employee’s position requires pulling a maximum force of 5 pounds.

2. SAFE LIFTING CRITERIA:

- a. Floor to knuckle: 45 lbs.
- b. 12” to knuckle: 45lbs.
- c. Knuckle to shoulder: 22.5 lbs.
- d. Shoulder to overhead: 22.5 lbs.
- e. Carry: 45 lbs.
- f. Push: N/A
- g. Pull: N/A

PHYSICAL DEMANDS;

Stand:	O
Walk:	O
Sit:	N
Handling:	N
Reach Outward:	O
Reach above shoulder:	O
Climb:	O
Crawl:	O
Squat or kneel:	O
Bend:	O

LIFT/CARRY;

10 lbs. or less:	C
11-20 lbs.:	F
21-50 lbs.:	F
51-100:	N
Over 100 lbs.:	N
Push/Pull;	
12 lbs. or less:	C
13-25 lbs.:	F
26-40 lbs.:	O
41-100 lbs.:	N

N (not applicable) Activity is not applicable to this occupation.
 O (Occasionally) Occupation requires this activity up to 33% of the time (0-2.5+hrs/day)
 F (frequently) Occupation requires this activity from 33% - 66% of the time (2.5-5.5+hrs/day)
 C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs. per day)

This job description has been examined for compliance with the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FLSA).

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

By Signing below, I am certifying that I have read and understand the job description. I also attest that there is nothing in this Job Description that precludes me from performing any of the aforementioned duties with or without reasonable accommodation.

Signature _____

Date _____

Printed Name _____

Lyon County Representative Signature _____