

**HUERFANO COUNTY  
JOB DESCRIPTION**

**TITLE: 911 Communication Officer – Dispatcher**

**FLSA: Non Exempt**

**DEPT: Emergency Services**

**Reports To: Communication Manager**

**Job Summary:**

Under the supervision of the Communication Manager, receives calls to the 24-Hour 911 Communications Center, analyzes calls, determines and notifies appropriate responders based on the nature of the event. Provides support for emergency response personnel. (Law enforcement, fire and ambulance, and other personnel)

Provide a "life-line" to citizens and emergency responders. The information collected and disseminated often vital to the responder's safety and successful resolution of the event.

Communication officers often work by themselves and complete duties without direct supervision.

**Essential Job Functions:**

Interview callers to obtain critical information quickly and accurately; disseminates information to the proper agencies or personnel quickly and accurately under stressful conditions.

Provide information and assistance to the community.

Operate complex computers and communications equipment. Monitor radio frequencies on radio consoles and other communication devices. Answer multiple 911 and "non-emergency" telephone lines. Monitor/collect information from multiple computer monitors.

Use and monitor portable radios.

Make rapid decisions critical to the outcome of emergency situations.

Deal with citizens from various socio-ethnic backgrounds, often in very stressful situations, with uncooperative or difficult individuals.

Calms hysterical, suicidal, intoxicated, difficult callers, using appropriate techniques learned in training.

Must obtain Emergency Medical Dispatch (EMO) and CPR Certification within training deadline as established by the Communication Manager.

Provide emergency medical procedures learned through EMO training over the phone under extremely stressful circumstances.

Operate security cameras and doors for the communications center.

Ability to read and understand work schedules and maps.

Enters, extracts and manipulates data from computer-aided mapping and dispatch programs, as well as, various law enforcement and dispatch record keeping program.

Cleans and maintains operational work areas.

Testify in court and operate equipment to retrieve certified voice recordings for legal proceedings.

Utilize CCIC/NCIC to track and file warrants, articles, stolen vehicles, weapons, missing persons, etc..  
Ability to maintain security and confidentiality of information.

Compose, read and edit incoming and outgoing computerized messages.  
Interpersonal interaction with various individuals.

Must work well independently and are under continuous public scrutiny.

Ability to read, understands and applies written protocols, policy and procedures

**Desired Qualifications:**

Must be 18 years of age or older at the time of employment.

Must possess a valid Colorado Driver's license or obtain a valid Colorado Driver's License by date of appointment.

Applicants must be willing to be fingerprinted and must pass a thorough background examination, and pre-employment and random drug and alcohol screening.

Must possess excellent communication skills and be able to communicate fluently in English. Must have a clear speaking voice, and communicate with governmental agencies, the public, supervisors, and dispatchers on shift, face to face and over the phone, computer, fax, and radio often under very stressful circumstances. Must maintain departmental proficiency standards.

Communications Officers must be able to empathize with others and provide a calm and professional response even when under extreme duress.

Communications Officers must have exceptional listening skill and ability to prioritize job duties rapidly, often in an environment where multiple emergency situations occur simultaneously.

Adequate typing ability is required. Proficient touch typing is beneficial.

**Training and/or Education Experience:**

High School Diploma or GED. Any acceptable combination of education, training and experience that provides the above knowledge, abilities and skills that the County deems appropriate.

Previous police/fire/EMS communication experience in operating, telephones, radio consoles and computer terminals to receive, record, and transmit police communications is desired.

**Physical Demands:**

Work is performed indoors. Physical effort required to tolerate high levels of stress and to remain observant in front of computer screens for long periods of time.

Ability to bend, reach, hold, grasp and turn objects; and use fingers to operate computer or typewriter keyboards.

Fluent in both spoken and written English.

Ability to speak normally and to use normal or aided vision and hearing .

Must work in a smoke free environment.

**Unusual Demands:**

Work schedule includes holidays and weekends, rotating shifts (Days, swings, graves) up to 12 hours, and overtime as required.

Schedules may change on short notice. Work is subject to frequent interruptions and inflexible deadlines.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Training may require travel and overnight stays away from home.

Must be able to safely drive/operate ambulance type mobile communications vehicle.