

COOS COUNTY JOB ANNOUNCEMENT

COMMUNICATIONS SPECIALIST COOS COUNTY SHERIFF'S OFFICE 911 DISPATCH CENTER

The Communications Specialist positions receives and prioritizes 911 and non-emergency telephone calls from the public. Position requires entering and retrieving information into a computer system accurately, in a timely manner, and sometimes under stressful situations.

Please note that your application, including any attachments, will be evaluated based on completeness, accuracy, and attention to detail. Incomplete applications will be excluded from the hiring process, even if a Resume is attached that contains the missing information.

The salary range for this position is \$4,509 - \$5,636 per month.

DEPARTMENT: Sheriff's Office – Communications Specialist

GENERAL STATEMENT OF DUTIES: Please refer to the attached position description.

APPLICATION PROCEDURE: Coos County **Application REQUIRED.**

Apply to: Coos County Human Resources Department, Courthouse

By mail: 225 N. Adams Street
Coquille, OR 97423

By fax: (541) 396-1012

By email: humanresources@co.coos.or.us

CLOSES: **Open Until Filled**

**** EOE ****

Posted: Courthouse CHW Building
County Website (www.co.coos.or.us)
OregonPoliceJobs@state.or.us
Email All Employees

NOTE: Under provision of the Immigration Reform and Control Act of 1986, Coos County requires that any person hired or rehired to provide evidence of identity and eligibility for employment.

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Coos County Human Resources Department, Courthouse, 225 N. Adams, Coquille, OR 97423. (541) 396-7580

COOS COUNTY SHERIFF'S OFFICE / COMMUNICATIONS SPECIALIST JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES

Receives and prioritizes E9-1-1 and non-emergency telephone calls from the public. Processes information using a computer-aided-dispatch (CAD) system. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units. Monitors public safety units in the field. Retrieves and enters computer data for emergency response personnel within the service area. This general description reflects the concept and intent of this position and should not be construed as a detailed statement of all the work requirements that may be inherent to this position.

SUPERVISION RECEIVED

The position works under the direct supervision of the Communications Supervisors.

SUPERVISION EXERCISED

Supervision is not a responsibility of positions in this classification although an incumbent is expected to assist in the training and orientation of new employees and volunteers, who perform a wide spectrum of duties, and to lead by example demonstrating the highest level of ethics while effectively working together with all members of the Sheriff's Office.

EXAMPLES OF WORK

Persons working as Communications Specialist will perform any or all of the duties which include but are not limited to the following:

1. Receives and communicates emergent and non-emergent radio traffic for mobile units, local stations and contracted agencies, dispatching the necessary agencies and resources to calls for service.
2. Receives and processes telephone calls, including 911 calls, transferring calls for Sheriff's Office and contracting agencies and dispatching radio calls to required personnel when appropriate.
3. Receives 911 emergency calls for numerous agencies, including medical emergency calls; ensures proper police, fire or medical agency is dispatched in a timely manner.
4. Follows Emergency Medical dispatching requirements, ensuring emergency medical information is given properly until medical aid arrives at the scene
5. Process and complete required computer aided dispatch entries; printing and disseminating printed records as requested or required.
6. Monitors emergency and fire alarms for several Coos County and Courthouse agencies.
7. Conducts LEDS/NCIC inquiries; printing and disseminating records as requested or required.
8. Enters and maintains current computer data, issuing incident/file numbers as requested or required.
9. Processes and file warrants and other information that requires filing and dissemination to other agencies or offices as requested or needed.
10. Operates a variety of office machines not requiring extensive previous training including computers, keyboards and attached equipment, copy machine, adding machine, and related equipment.
11. Maintains routine records pertinent to departmental operations; completes forms and related paper work.
12. Distributes documents, paperwork and other items as requested or required.
13. Performs other tasks as needed or required.

KNOWLEDGE, SKILLS, ABILITY AND CONDITIONS

Knowledge of: Considerable knowledge of office practices, procedures and of business English and spelling; command structures within an organization.

Skill and ability to: Work closely with others in a 911 Communication Center; operate telephones, radio equipment, multitask computers and office equipment; multi-task typing, talking, listening and knowing locations of several field personnel; work various rotating shifts; establish and maintain cooperative and effective working relationships with other employees and the public.

Ability to: Clearly speak, write and effectively convey information; understand and follow complex oral and written

directives; adjust to priority changes and remain calm during confrontational situations; use initiative and judgment in carrying out duties and responsibilities; establish and maintain records and reports; work in an office environment; sit at communications desk for long periods of time.

EXPERIENCE, TRAINING AND QUALIFICATIONS

Graduation from a senior high school, or GED equivalent; supplemental courses in typing and computer keyboards; with previous skills in dispatching preferred.