

# LINCOLN COUNTY

## Job Description

<b>Position Title:</b>	<b>Emergency Communications Officer</b>
<b>Department:</b>	<b>Communications</b>
<b>Reports To:</b>	<b>Emergency Communications Supervisor</b>
<b>Supervises:</b>	<b>N/A</b>
<b>Oversees:</b>	<b>N/A</b>
<b>FLSA Status:</b>	<b>Non-exempt</b>
<b>Last Revised/Approved:</b>	<b>November 2014</b>

### **POSITION SUMMARY:**

The Emergency Communications Officer is responsible for receiving, processing, and dispatching requests for public safety services, including emergency and non emergency requests, to Lincoln County. Requests are received via 9-1-1, telephone, intercom, radio, or any other means possible; handles all public safety radio communications, documents and maintains logs, and records complaint information for all police, fire and EMS calls handled by the Communications Center.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Answers 9-1-1 emergency calls from the public and dispatches adequate personnel for the effective and efficient servicing of these requests; keeps personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiency of their response to the call.
2. Receives non-emergency requests for information from the public and provides information, if known, or refers caller to appropriate agency.
3. Enters dispatch call information into CAD system and updates information on unit's arrival, clearance and call status as needed; records all significant communications as required by standard operating procedures.
4. Disseminates police information regarding wanted persons, stolen vehicles, missing persons, etc. that may be received by telephone, Teletype or other means.
5. Acquires and maintains a thorough knowledge of the location and characteristics of significant geographic areas served by the Center.
6. Keeps track of all officers on a given shift and immediately informs the appropriate shift supervisor when contact with an officer cannot be made as per standard operating procedure.
7. Maintains the Communications Center and equipment in order and reports any defects, malfunctions, or repairs needed to the shift supervisor.
8. Monitors alarm systems and dispatches appropriate response units in the event of alarm activation.
9. Enters into and/or retrieves information from the Maine METRO/NLETS and NCIC Teletype systems; maintains such records as required by METRO/NCIC procedures.
10. Maintains In-house records of all warrants and NCIC entries and cancellations.
11. Uses computer terminals, Computer Aided Dispatch (CAD) system, Local Area Network Law Enforcement System, Windows NT Server, NAWAS unit, various radio and telephone equipment, fax machines and other communications equipment as required.

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**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. May work in the field as an incident dispatcher during major events where an incident command post has also been established.
2. May participate as an active member in training and participating on County task forces.
3. Performs other duties as required.

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**GENERAL EXPECTATIONS:**

1. Be committed to the mission of the County.
2. Work as a member of a team in the performance of duties.
3. Be punctual for scheduled work and use time appropriately.
4. Work in harmonious relationships with all county staff and community.
5. Perform duties in a conscientious, cooperative manner.
6. Perform required amount of work in a timely fashion with a minimum of errors.
7. Be neat and maintain a professional appearance.
8. Possess a valid State of Maine driver's license.
9. Understand and work within Lincoln County Government Policies and Procedures.
10. Work collaboratively as a member of a team with various groups of staff depending on the issue addressed.
11. Accept shared responsibility with other team members to successfully accomplish goal of each team which he or she is a member.
12. Assure quality in work performed in order to facilitate the delivery of quality services.
13. Maintain confidence and protect County by keeping information concerning clients and County Operations confidential.

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**PHYSICAL REQUIREMENTS:**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit for extended periods of time, talk, see, and hear. The employee is required to stand, walk and use hands to finger a standard computer keyboard, use computer, mouse, telephone, radio, TDD, pager, teletype, radio console, printer, copiers, fax, and cell phone. May occasionally lift up to 25 pounds.

Specific vision abilities required by the job include close vision, distance vision, depth perception and the ability to adjust focus. Hearing requirements include being able to hear from both ears at normal decibel levels. Speaking requirements include being able to speak clearly in a calm manner.

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**WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The work environment is sometimes highly stressful and requires the performance of multiple tasks

simultaneously. Shift work including nights, week-ends and holidays are required.

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Any applicant (or employee upon request) shall have a statement from a physician stating that s/he has had a physical examination in the last 30 days, and that s/he is in good health and physically able to withstand the job related stress and danger. Must be able to maintain an alert state of mind.

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### **QUALIFICATIONS NEEDED FOR POSITION:**

**Experience and Skill Requirements:** The following experience and skills are considered essential:

- At least 2-3 years of prior related experience, preferably in public safety emergency communications, preferred; experience and knowledge of call center operations is extremely beneficial.
- Experience in the operation of modern communications hardware desirable but not mandatory.
- An understanding of communications and the nature of public safety.
- Demonstrated proficiency in oral and written communication skills; superior listening skills.
- Ability to think and act quickly and efficiently and remain calm under conditions of high stress.
- Ability to comprehend and effectively operate the computer aided dispatch (CAD) system required.
- Ability to deal courteously and effectively with members of the public.
- Ability to exercise independent judgment in following appropriate procedures and policies, and in prioritizing and performing multiple tasks simultaneously.

**Education Requirements:** The following education requirements are considered essential:

- High School Diploma or equivalent.
- Must be able to successfully complete the Certification of Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy, Emergency Medical Dispatching (EMD), CPR, MAARS-View & APU Certification and Hazardous Materials Awareness Level, Emergency Telecommunicator Course and any other State mandated training that may be offered at a later date. Training to be completed within first six months of employment.
- Must be able to obtain State EMD license.
- Must be willing to participate in required in-service training each year as required by law.

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\*\* All requirements and skills are considered to be essential, unless otherwise indicated. \*\*

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

**The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

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Employee Signature

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Date

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Supervisor Signature

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Date