

Southwest Georgia Regional E-911

Position:

Full-Time/Part-Time Communications Officer

The purpose of this classification is to answer multiple telephone lines and radio frequencies, to communicate effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for information for dispatch or transfer calls appropriately, and to perform administrative tasks as required.

Education/Requirements:

- High School Diploma or GED
- US Citizen
- Must be 18 or older
- No felony convictions
- Must be able to complete all requirements within a 6 months probationary period
- Answers multiple telephone lines; accesses incoming 911 and administrative emergency and non-emergency calls; receives unit-initiated calls; enters all call data into the Computer Aided Dispatch (CAD) computer system; dispatches appropriate emergency field units and/or transfers/connects calls to appropriate department, extension, service or agency
- Successful completion of background check/fingerprints
- Must be able to complete and maintain Basic Communications Certification as mandated by the State of Georgia and POST council
- Must be able to complete and maintain GCIC/NCIC/FEMA certification
- Posses and maintain a valid Georgia Driver's License,
- Monitors and/or communicates effectively and coherently over all radio channels including, but not limited to: Police, Fire, EMS, Public Works, School radios
- Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.
- Requires ability to work a rotating 8-12 hours shift, with various off days, holidays, and weekends
- Must be able to type a minimum 30 wpm
- Attends training courses and/or completes in-house or online training to obtain and/or maintain applicable certifications, remain informed of departmental operations and national standards, and to promote improved job performance.