



Dinwiddie County has an outstanding opportunity for
Communication Officer(s)
(Full Time & Part Time)

Starting Salary Range: \$29,289 – 31,541 (BOQ)

Position(s) close January 6, 2012

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate technical work receiving, classifying, processing and dispatching all emergency and nonemergency calls for service utilizing E-911, business telephone system, computer-aided dispatch and other computer-related systems, assisting public with informational requests, forwarding other calls to appropriate person and performing data entry, and related work as apparent or assigned. Work is performed under the moderate supervision of the Communications Shift Supervisor and Director of Emergency Communications. This position requires working a rotating shift schedule.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

Essential Functions

- Receives law enforcement, fire, rescue, animal control and related service requests and calls.
- Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals.
- Dispatches emergency and non emergency equipment and personnel where and when needed.
- Receives and forwards informational requests, complaints and other calls for County departments and other agencies.
- Receives and transmits messages by radio and maintains radio log.
- Operates teletype terminals on NCIC/VCIN networks; monitors VCIN computer; provides information to deputies; inputs and retrieves a variety of data.
- Provides instructions to callers within guidelines of emergency medical dispatch protocol.
- Enters warrants issued by numerous jurisdictions into system; enters incident reports completed by officers or investigators; enters all information pertaining to report.
- Enters or clears stolen property and wanted or missing subjects into VCIN and NCIC systems; requests criminal histories.

Knowledge, Skills and Abilities

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures preferred; knowledge of the geography of the County and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and minimal experience computer operations and customer service, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing and lifting; work has standard vision requirements; vocal communication is required for

expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Possession of or ability to acquire CPR, EMD and VCIN/NCIC Operator certifications, basic dispatch school, National Incident Management System on Introduction (NIMS), Introduction to Incident Command System ICS-100, HIPPA, hazardous materials awareness and state certified first responder within one year of continuous employment. **Must pass CritiCall Pre-Screen testing with a minimum score of 85%.**

Successful incumbent will be subject to a criminal background check and drug screening.

For a County application or more information about this opportunity please visit our website at www.dinwiddieva.us or the Dinwiddie County HR Dept., at 14016 Boydton Plank Road, Dinwiddie, Virginia 23841, telephone number (804)469-4500, ext. 2161. Position(s) closes **January 6, 2012.**

Dinwiddie County is an Equal Opportunity Employer (EOE)