

York County Job Description

Job Title: Communication Specialist

Revision Date: 10/10/07

Full time **Part time**

Hours of Work:

Hours per week: 40

Shift: 1st, 2nd, 3rd

Department No: 70

Department Name: YCDES

Reports to (title only): Shift Supervisor

To be completed by the Human Resources Department:

FLSA Status: Exempt Non-Exempt

Classification:

Grade Level:

Please complete the following to ensure that the essential functions and requirements are accurate, clear and consistent with the needs of the position.

POSITION SUMMARY

A brief description that summarizes the overall purpose and objective of the position and the results that are expected.

The Communications Specialist is responsible for prompt and accurate performance of Emergency Communications duties in accordance with established procedures. The employee will perform clear, complete documentation of complaints received and calls dispatched. The Communications Specialist performs assigned duties under the direct supervision and control of the Shift Supervisor. The Shift Supervisor reviews daily work for speed and accuracy of detail.

ESSENTIAL REQUIREMENTS

Requirements are representative of minimum experience, training, knowledge, skills and abilities.

- Must possess a High School Diploma or GED equivalent. A combination of education and experience, which indicate a possession of the knowledge, skills and abilities listed.
- Must meet and comply with York County's Employment Policies, Federal, State, and York County 911 requirements for certification as related to the position of 911 Dispatcher.
- Will demonstrate and maintain proficiency in 911 Call-taking, Police, EMS and Fire Dispatching as instructed by a Communications Training Officer (CTO) or Training Supervisor.
- Operate the Communications consoles as needed, radio receivers, transmitters, CAD system, telephone call directors, tape recorders, encoders, decoders, data communications terminals, alarm monitoring equipment and various other equipment simultaneously as required in a modern public safety communications center.
- The incumbent must pass a County Background Check and have a clear Criminal History with no record of arrest or conviction.
- Must be able to handle confidential data, disclosure of which is protected by law.
- Must become familiar with and retain knowledge of 911 departmental policies and procedures, computer applications as related to emergency service dispatching, York County's Public Safety Agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Develop a number of accountabilities (generally between 10 –20) that covers the tasks, and responsibilities that are most important to the job. Action verbs are most effective in describing these functions.

- Read and label maps accurately and quickly, retain knowledge of York County Geography and the relationship of its public safety agencies.
- Write legibly and spell correctly.
- Communicate and express ideas effectively, orally, writing and typing.
- Pass a Data Entry Style typing test with a 40% degree of accuracy, determined by a typing test.
- Pass a pre-employment test.
- Receive calls by radio and telephone from the general public and public safety personnel requesting Police, Fire or Emergency Medical Services. Type of assistance required must be determined quickly and the proper agency and/or unit(s) dispatched or notified.
- Perform administrative duties, such as completion of logs and records, compilation of statistics, filing and such other related administrative duties as assigned.
- Will perform duties on assigned shifts as required, including weekends and holidays.
- May be required or mandated to work over 8 hours a day
- Must adhere to department Core Values – “THRILD”
- Other reasonable duties as assigned by Supervisor

ESSENTIAL PHYSICAL AND MENTAL JOB REQUIREMENTS

Please check those items that apply to the *essential job functions* of the job title listed above. Each category **must** be completed.

1. Following Directions

- Full Understanding of Both Written and Verbal Instructions Required
- Understanding of Verbal Instructions Only Required
- Understanding of Written Instructions Only Required

2. Communication - English

- Excellent Verbal Communication Skills Necessary
- Basic Verbal Communication Skills Necessary
- Limited or No Verbal Communication Skills Necessary

3. Functional Reading - English

- Fluent Reading
- Recognition of Signs/Symbols
- Simple Reading
- No Reading Skills Required

4. Hearing

- Ability to Hear Required
- Limited Hearing
- Hearing Not Required

5. Seeing

- 20/20 Vision with Corrective Eyewear
- Limited Vision
- Vision Not Required

6. Functional Math

- Complex Computational Skills (Accounting and Financial Skills)
- Simple Computational Skills (Add, Subtract, Multiply, Divide, Percents)
- Simple Counting Skills
- No Mathematical Skills Needed

7. Time

- Must Tell Time to the Minute
- Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

8. Orientation (Familiarity with Surroundings)

- Several Blocks From Building
- Building Only
- Work Area
- Room Only

9. Mobility Skills

- Mobility Within the Building
- Mobility Within a Four-Block Radius
- Driving Required

10. Sitting

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

11. Standing

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

12. Bending

- Knees and Waist
- Waist Only
- Knees Only
- No Bending Required

13. Lifting

- Greater than 30 lbs.
- 10 - 30 lbs.
- Less than 10 lbs.
- No Lifting Required

14. Reaching

- Greater than 6 Feet
- 2 - 6 Feet
- Less than 2 Feet
- Reaching Required

These statements are intended to describe the nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities and duties required of the job incumbents.