

Hanover County Government
Department of Communications
Emergency Communications Officer – Public Safety
Salary: \$37,073.00 - \$52,569.00 Annually

General Description: This is a technical position. The incumbent performs complex tasks in the operation of the County 911 system.

Organization: The Communications Officer position is part of Hanover County's Career Development Program (CD). The Communications Officer Ladder has four levels ranging from Communications Officer I to Senior Communications Officer. Incumbents report to a Communications Supervisor and supervise no staff. However, Senior Communications Officers may serve as workflow leaders to lower level Officers.

Essential Functions:

- Answers emergency and service-related calls.
- Monitors alarms, security systems and radio traffic, responding as needed.
- Operates radio consoles, prioritizing and dispatching calls for service.
- Enters emergency and service-related data into the Computer Aided Dispatch (CAD) System.
- Tracks unit activity in the CAD System.
- Operates VCIN/NCIC terminals.
- Researches computerized data and information.
- Plays back digital recordings.
- Completes logs and other documentation related to 911 activities.
- Perform related work as assigned

Working Conditions:

- A. Hazard
 - Customers – Contact with customers in difficult situations
 - Conditions – Noisy and stressful work environment
- B. Environment
 - Office
- C. Physical Effort
 - Boxes of Paper – May be able to lift up to twenty (20) pounds
- D. Non-exempt

Knowledge, Skills and Abilities: Must be able to read, hear and speak the English language. Must be able to perform multiple tasks concurrently. Ability to communicate with callers using a TDD, desired. Ability to monitor traffic and handle messages over the North Anna Insta-phone Network, desired. Knowledge of the geographical layout of Hanover County and the ability to read maps and to provide directions, preferred. Ability to analyze situations and react swiftly and rationally in high stress situations.

Education, Experience and Training: High school diploma or equivalent, required. Higher levels on the Career Ladder require experience and additional training. Related experience desired as follows: 1 year @ level II, 2-3 years @ level III, and 3-5 years @ the Senior level. Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Must be at least eighteen (18) years old
- U. S. Citizen
- Complete Criminal Background Investigation
- Twelve-month probationary period
- Work beyond normal work schedule
- Shift Work, including weekends, holidays and nights
- Pre-employment Physical Examination/Drug Test/Audiometric and repeated regularly thereafter
- Pre-employment CRITICAL Test
- Essential staff designation
- Must wear uniform

For more information or to apply for this position, please visit our career site at:
www.hanovercountyjobs.com