



**CLICK HERE
TO APPLY**

Communication Officer Trainee

Salary Band 3

FLSA: Non-Exempt

Reports to: Full-Time staff as assigned

Staff Supervisory Responsibility: No

We Value

Trustworthiness
Openness
The Highest Ethics
Efficient Stewardship
Knowledge
Collaboration
Service
People

General Service Areas/Conditions: Indoor office environment in a dispatch setting. Generally sedentary in nature. Members must be available for work schedule assignment to rotating shifts, weekends and holidays.

Makes a daily difference in the Campbell County organization and locality through: hard work, open and honest communication, ongoing improvement and accountability.

The Department of Public Safety is currently seeking a Communications Officer Trainee is the E911 Call Center. Our E911 center is the vital link for all Sheriff, Fire and EMS responses in Campbell County. This dedicated team is the lifeline to our community during any crisis they may face.

PEASE NOTE: Applicants must be willing to work Shift Work, Holidays and Overtime.

Performs with excellence, the following tasks, including but not limited to:

- Receives citizen complaints and dispatches appropriate personnel in response including fire, rescue, and law enforcement.
- Receives and disseminates information via telephone, radio and computer system.
- Uses Emergency Medical Dispatch protocol to classify Emergency Medical Services calls, provide patient advice, and relay pre-arrival instructions.
- Accesses records and other information from a variety of sources including, but not limited to, teletype and computer terminals.
- Maintains accurate logs of all events.
- Conveys information to public concerning fire, rescue, and law enforcement.
- Answers phones and handles requests for assistance.
- Changes recording tapes.
- Files appropriate records and written information.
- Operates under periods of extreme stress.

Qualifications:

- General knowledge of dispatching procedures
- Requires graduation from high school or completion of GED equivalent.
- Requires completion of National Incident Management System IS-700 and IS-100 within 90 days of employment.
- Requires completion of National Incident Management System IS-200 within 120 days of employment.

Core Skill Sets:

- General knowledge of the geography of the County and location of major landmarks.
- Ability to type at a reasonable speed
- Ability to work with the public in an effective and efficient manner.
- Ability to speak English distinctly; work under pressure; read maps and determine locations;

pass a basic fire and rescue vocabulary course; to use sound judgment; to acquire and relay information accurately.

- General understanding and ability to utilize the County's adopted software platform.