



# JOB OPENING

## Troup County Government

<b>Position:</b> Communications Officer I	<b>Department:</b> E-911	<b>Salary:</b> \$14.31/Hr
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This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel.

### Qualifications/Knowledge:

- ⇒ High school diploma or GED, current valid driver's license
- ⇒ Must possess or have the ability to readily obtain GCIC/NCIC certification
- ⇒ Knowledge of emergency communication principles and practices
- ⇒ Knowledge of GCIC/NCIC policies and procedures
- ⇒ Knowledge of emergency dispatch procedures
- ⇒ Knowledge of radio and telecommunications equipment
- ⇒ Knowledge of CAD system functions and maintenance
- ⇒ Skill in the use of computers and job-related software programs
- ⇒ Skill in making decisions in high pressure and emergency situations
- ⇒ Skill in public relations
- ⇒ Skill in interpersonal relations
- ⇒ Skill in oral and written communications

### Essential Duties and Responsibilities:

- ⇒ Receives and screens incoming calls from the public and other user agencies; categorizes and prioritizes calls including 911 calls
- ⇒ Determines and dispatches the appropriate emergency personnel to incident locations; provides emergency medical instructions to callers prior to the arrival of responders as needed
- ⇒ Receives, monitors and dispatches radio traffic for specific fire, EMS and law enforcement agencies
- ⇒ Inquires, retrieves and monitors data from GCIC/NCIC databases; ensures compliance with rules and regulations
- ⇒ Maintains contact with emergency personnel in the field
- ⇒ Responds to driver's license and vehicle information requests
- ⇒ Monitors channels for other agencies
- ⇒ Monitors weather conditions and provides information as necessary; dispatches severe weather alerts as appropriate
- ⇒ Operates Code Red messaging system
- ⇒ Participates in training exercises
- ⇒ Dispatches wrecker services to accident scenes
- ⇒ Performs all other related duties as assigned

**Employment Applications will be accepted Until Filled on Troup County's website @ [www.troupcountyga.org](http://www.troupcountyga.org).**

Job #: 10302018 Communications Officer I

Grade 12

*Valerie P. Heard*

Valerie P. Heard, Human Resources Director

*Eric Mosley*

Eric Mosley, Assistant County Manager

**Troup County is an Equal Opportunity Employer - A Drug Free and Tobacco Free Workplace**