

GREENE COUNTY OFFICE OF EMERGENCY SERVICES  
FULL-TIME / PART-TIME COMMUNICATIONS OFFICER

The Greene County Office of Emergency Services is currently accepting applications for full and/or part time communications officers. Seeking professional, highly responsible, and technical individuals. Minimum Qualifications: Excellent listening and written communications skills; ability to speak distinctly on the telephone/radio and accurately relay information into a computer; ability to type with speed/accuracy; ability to multi-task under pressure; 18 years of age and possess a high school diploma/GED. Final candidates must pass a thorough background investigation. Preferred Qualification: Two years emergency dispatch experience. Starting salary: \$33,655. Candidates may pick up an application at the Greene County Administration Building or online at [www.greenecountyva.gov](http://www.greenecountyva.gov) Return completed applications to the County Administrator, P.O. Box 358, Stanardsville, VA 22973. The position is open until filled. EEO, M/F/D/V employer.

# Communications Officer

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate technical work receiving, classifying, processing and dispatching all emergency and non-emergency calls for service, 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 Communication Training Officer or 911 Operations Manager.

## 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, classifies, and processes all emergency and non-emergency incoming calls via telephone, radio and teletype messages for service.

Provides necessary information to those needing assistance including the public, law enforcement personnel, animal control, etc.; responds to citizen complaints.

Operates computer for data entry, recording keeping, Eagle mapping, G-link NCIC/VCIN, etc.

Dispatches service calls to appropriate agency and/or officer; dispatches appropriate support service provider as needed including wrecker, VDOT, etc.

Monitors law enforcement radio traffic including statewide radio system.

Monitors incident and officer activity.

Prepares incident reports and call records.

Maintains department support records; inspects data entries, records and files for accuracy and completeness.

Performs cleaning and maintenance of all office equipment and Dispatch Center.

Attends workshops and training sessions as appropriate.

## Knowledge, Skills and Abilities

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general 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 answering a multi-line phone system, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing and repetitive motions and frequently using hands to finger, handle or feel and reaching with hands and arms; work requires close vision, ability to adjust focus and peripheral vision; 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 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).

## Communications Officer

### Special Requirements

Valid driver's license in the Commonwealth of Virginia.