



# Brown County

25 Market Street  
Aberdeen, SD 57401  
[www.brown.sd.us](http://www.brown.sd.us)

## Communications Officer

SD-Communications

Wage: \$22.37/hour

Opening date: 11/12/2024

Closing date: 12/01/2024

### JOB SUMMARY

This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel. The work involves the assessment of situations, the dispatching of appropriate responders, and the provision of life-saving instructions to callers. An incumbent in this position may be designated "Senior Communications Officer."

### MAJOR DUTIES

- Receives and processes requests for law enforcement, fire, and medical personnel received via telephone, radio, text messages, visual data, alarms, etc.
- Provides pre-arrival instructions to callers.
- Determines the location of emergencies, including ascertaining the address, street names, intersections, landmarks, etc.; interprets global positioning system (GPS) coordinates relayed from emergency assistance applications on various operating systems.
- Defines the type of incident to ensure that proper resources are deployed.
- Initiates incident response, ensuring proper resources are aware of and appropriately responding to incidents.
- Monitors scene and responder safety.
- Documents information accurately, including federally protected Criminal Justice Information data, using a computer-aided dispatch (CAD) system and other computer operating systems.
- Manages callers seeking assistance in compliance with standardized operating procedures.
- Manages call data to ensure additional information is captured in real time using the CAD system.
- Monitors and controls radio traffic.
- Operates multiple computer programs in order to perform job tasks, including looking at and keeping track of activities on multiple screens.

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- Disseminate severe weather watches and warnings.
- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency communications principles and practices.
- Knowledge of 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 communication.
- Skill in critical thinking, decision-making, and conflict resolution.

#### SUPERVISORY CONTROLS

The 911 Shift Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include NCIC guidelines, relevant state and federal regulations, training guidelines, and county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of related emergency communications duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to receive calls emergency and non-emergency calls and to dispatch emergency service personnel as appropriate. Successful performance contributes to the efficient and effective response to emergency and life-threatening situations.

#### CONTACTS

- Contacts are typically with department personnel, representatives of emergency services agencies,

representatives of other local governments, vendors, and the general public.

- Contacts are typically to give or exchange information, resolve problems, provide services, and motivate persons.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table in a confined work area or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.
- The work is typically performed in an office at a computer using visual, auditory, and physical methods.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to a high school diploma.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain state 911 certification within one year.
- Ability to work varied shifts, including nights, weekends, and/or holidays.
- Employees are required to obtain certification by the National Crime Information Center (NCIC), Cardiopulmonary Resuscitation (CPR) and Emergency Medical Dispatcher (EMD), and Criminal Justice Information System (CJIS) within six months of employment.
- This position requires an intensive background check to be completed on applicants who receive conditional offers. Any felony convictions will disqualify an applicant, and any applicant who fails to disclose criminal background information will be automatically disqualified from further consideration.

#### APPLY BY

Submit Brown County application to:

Brown County  
Human Resources  
25 Market St.  
Aberdeen, SD 57401

Fax: 605.725.2355

Email: [Humanresources@browncounty.sd.gov](mailto:Humanresources@browncounty.sd.gov)

Email: [Allison.Tunheim@browncounty.sd.gov](mailto:Allison.Tunheim@browncounty.sd.gov)