



Brown County

25 Market Street
Aberdeen, SD 57401
www.brown.sd.us

Communications Officer

SD-Communications

Wage: \$21.72/hour

Opening date: 11/29/2023

Closing date: 12/13/2023

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 screens incoming calls for service received via telephone, radio, text messages, visual data, alarms, etc.
- 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.
- Provides pre-arrival instructions to callers.
- Processes requests for service for law enforcement, fire, and medical personnel.
- Manages call data to ensure additional information is captured in real time using the CAD system.

Equal Opportunity Employer

- 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.
- 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 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.

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 CJIS and NCIC certification.
- Possession of or ability to readily obtain appropriate CPR certification.
- Possession of or ability to readily obtain state 911 certification.
- Ability to work varied shifts, including nights, weekends, and/or holidays.

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

Allison.Tunheim@browncounty.sd.gov