



## Communication Officer I

### Employer

Cowley County  
311 E 9<sup>th</sup>  
Winfield, KS 67156

### Job Description

**JOB TITLE:** Communication Officer I  
**DEPARTMENT:** Emergency Communications  
**REPORTS TO:** Shift Supervisor  
**FLSA STATUS:** Non-Exempt  
**SALARY GRADE:** 4

#### **Position Summary:**

Answers and processes emergency 9-1-1, non-emergency and administrative phone calls for service from the public. Performs emergency 9-1-1, non-emergency, and field unit initiated dispatching to medical, fire, and law public safety field units.

#### **Essential duties and responsibilities:**

- Answers 9-1-1 emergency calls, non-emergency calls, administrative calls, and radio calls, ascertaining nature of those calls, gathering necessary information and transmitting or relaying information for appropriate public safety response.
- Broadcasts location, time and nature of incident; contacting all required personnel and other local concerns (i.e. any other emergency first responders or county/city public work services) in the event of an emergency situation; ensuring the presence of on call, back up and/or reserve units by contacting personnel designated for call-back; relaying information as required.
- Performs Emergency Medical, Fire, and/or Law Enforcement Dispatching to assist callers with aiding victims in medical distress by talking them through basic lifesaving procedures, fire incidents and/law enforcement calls.

- Monitors radio traffic for safety of all first responders.
- Completes requested NCIC/KCJIS transactions as requested by authorized law enforcement personnel.
- Maintains call logs and status of on duty personnel through computer aided dispatch (CAD).
- Maintains communication documents and records.
- Maintains on-going contact with personnel responding in an emergency situation and keeps them informed of all incoming pertinent information in a timely manner.
- Maintains work area and equipment in clean and working condition.
- Attendance at training, workshops and seminars as needed for continuing education.
- Performs other duties as required.

### **Position Requirements:**

#### **Experience:**

- None required

#### **Education:**

- High school diploma or equivalent.
- Formal continuing education in public safety communications, criminal justice, fire science, emergency medical services, or related field is preferred, but not required.

#### **Certifications/Licenses:**

- Valid driver's license with a safe driving record as determined by the employer with reliable transportation.
- Must not have a recent record of suspension or revocation of driver's license in any state.
- NCIC certified within 6 months of employment.
- APCO PST1 certified within the first year of employment.

#### **Knowledge, Skills, and Abilities:**

- Working knowledge of 9-1-1 phone system, administrative phone system, Emergency Medical Dispatching (EMD), radio console, computers, electronic mapping, county/cities' geography, NCIC/KCJIS Terminal, Internet, Radio Standards, performance standards, Standard Operating Procedures (SOPs), voice recorders/playback, and electronic data processing; working knowledge of modern office practices and procedures.
- Skill in operation of job-related equipment.
- Thorough knowledge of the RMS and CAD systems.
- Ability to rapidly assess situations through critical thinking, make quick decisions and take appropriate action under normal or stressful situations.
- Ability to communicate effectively verbally in a clear and concise manner, as well as, in writing, during normal or stressful situations.
- Thorough knowledge of communications codes and signals used for emergency dispatching.
- Maintains and exercises discretion and integrity at all times.

- Ability to talk and hear in person and by telephone, as well as, two-way radio; ability to see and read reports, printouts, electronic mapping, and data on multi-display computer screens.
- Possesses hand/eye coordination adequate to operate radio controls, computer keyboards, mice, and phone systems.
- Ability to be at their workstation for extended periods of time. No established breaks are provided. Leaving the building is often restricted or prohibited. Depending on workload, unscheduled breaks are sometimes restricted.
- Ability to work on different shifts in a 24 x 7 work environment, weekends, federal, state, and religious holidays. Voluntary overtime, as well as, mandatory overtime.
- Ability to establish and maintain effective working relationships with fellow employees, supervisors, other public safety agencies, county agencies, cities' departments, local governments, state/federal entities, and the public.
- Ability to have regular and predictable attendance, as well as, arriving for work in time for shift change briefings.
- Ability to be contacted and respond to work in emergency situations.
- Ability to receive job related critiquing and evaluation in a positive manner.
- Ability to follow chain of command.
- Ability to maintain clear Criminal History and report any arrests
- Ability to adhere to KCJIS/NCIC Security Standards
- Ability to pass annual III background, DL, and warrant check
- Must not have felony convictions and disqualifying criminal history in accordance to federal and state security requirements.

**Accountability:**

- Works under the direction and supervision of the Cowley County Emergency Communications Director and CCEC Supervisors.

**Supervision:**

- None

**TOOLS AND EQUIPMENT USED:**

- 911 and administrative phone system
- Personal computer
- Emergency services radios
- Electronic voice recorders/playback and related equipment
- Computer Aided Dispatch (CAD) program and Record Management System (RMS)
- NCIC/KCJIS Terminal
- Internet
- Copy machine
- EMD guide cards and/or software

**Working Conditions:**

The work environment and conditions described here are encountered in performing the essential functions of this position:

- Office atmosphere
- Works with others on a regular basis
- Noise level is generally low
- Temperatures are regulated.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- Must be able to sit or stand at a workstation for extended period of time
  - Exerting up to 10 pounds of force occasionally
  - May involve walking
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