

Orangeburg County

Title: Emergency Communication Officer

Class Code: E003

FT

PT

Exempt

Non-Exempt



It's a great day in...

**ORANGEBURG
COUNTY**

We are here to serve you!

General Description

The purpose of this job is to perform specialized clerical and public contact work in receiving and transmitting messages for the County's emergency services and other duties associated with the E911 Communication Center.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Responsible for answering emergency and non-emergency calls. Evaluate and prioritize calls communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire, and/or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, text telephone device (TDD) for hearing/speech impaired, numerous computer databases and maps.
- Operate computer equipment to enter, retrieve and transmit information regarding outstanding warrants, vehicle registrations, driver licenses, criminal histories, etc.; maintain appropriate logs and files in accordance with requirements of the National Crime Information Center (NCIC) and departmental procedures.
- Aids and assists the public with general information.
- Maintains required logs and related records.
- Receives and accurately registers complaints in Computer Aided Dispatch System.
- Operates manual system in the event of a CAD failure.
- Assists officers/fire personnel and other department personnel within the means provided in the Communication Center.
- Performs other duties and related work as instructed and assigned.

Minimum Education and Experience Requirements:

Requires a High School diploma or GED equivalent.

No experience necessary.

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Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment):

- None.

Special Certifications and Licenses:

- Requires Emergency Medical Dispatch Certification
- NCIC Certification

Americans with Disabilities Act Compliance

Orangeburg County is an Equal Opportunity Employer. ADA requires Orangeburg County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

I have read the above duties associated with the position of Emergency Communication Officer, I understand this job description is not all-inclusive, and I may be asked to perform additional duties. I understand I will be evaluated on my knowledge and understanding of the duties and task listed in this document. The position I hold with The County of Orangeburg is an at-will position, which means, either the County of Orangeburg, or I, may terminate employment, with or without notice, and with or without cause.

Print Employee Name

Date

Employee Signature

Date

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