

**Fannin County E911
20 Station Ridge
Blue Ridge, Ga. 30513**

JOB SUMMARY

The purpose of this classification is to receive/process requests for emergency/non-emergency assistance and to dispatch emergency medical, law enforcement, fire, or other agency resources, as needed.

Benefits:

- Dental Insurance
- Health Insurance
- Paid Time Off
- Retirement Plan
- Vision Insurance

Schedule:

- 12 Hour Shifts
- Day/Night Shift
- Holidays
- Overtime
- Weekends

ESSENTIAL JOB FUNCTIONS

Operates and/or monitors communications equipment, multi-telephone lines, and computers associated with police, fire, E-911, and emergency medical communications, which may include telephone equipment, radio communications equipment, audio recorder, TTY/TDD machine, NCIC/GCIC computers, printers, computer aided dispatching (CAD) system, emergency alert systems, electronic mail systems, paging systems, power sources, general office equipment, or other equipment/systems.

- Receives, screens, processes, and monitors emergency 911 calls and non-emergency calls from the public and other police/public safety agencies by radio and telephone; works to calm upset callers; evaluates, categorizes, and prioritizes calls; determines proper zone/jurisdiction of request; refers callers to other agencies as appropriate; receives routine calls for the department.
- Dispatches appropriate agency personnel to incident locations; determines nature of emergency, location of incident, and nearest available units; dispatches law enforcement units, ambulances, Life Flight, fire fighters, wreckers, utility crews, animal control, or other agencies as appropriate; coordinates situations requiring mutual aid with other jurisdictions/agencies.
- Maintains communications with all parties involved in emergency situations; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; conveys information between callers and emergency personnel, general public, public safety agencies, hospitals, utilities, businesses, alarm companies, department personnel, or other individuals/agencies; provides pre-arrival medical information to callers; updates officers and emergency units with relevant information on an ongoing basis; coordinates exchange of information between officers, citizens, and other agencies; responds to requests from officers for backup, emergency units, information, or other assistance.
- Operates national and state criminal information computer systems (NCIC/GCIC) to retrieve/update criminal information and motor vehicle/license records; enters, removes, confirms, modifies, and/or updates entries and data as needed; enters and runs inquiries on data such as vehicle registrations, driver's license records, criminal histories, warrants, lost/stolen property, or missing/wanted persons; receives BOLO notices and broadcasts/distributes as appropriate; sends or responds to HIT confirmations on warrants, stolen vehicles, stolen tags, stolen vehicle parts, and stolen guns; ensures integrity/security of data and adherence to NCIC/GCIC requirements

- Operates a computer to enter, retrieve, review, or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, computer-aided dispatch (CAD), email, or other computer programs.
- Maintains logs, computer records, and hard-copy records of calls, work activities, activities of dispatched units, and related information; enters call details into computer-aided dispatch (CAD) system; maintains daily logs of shift events/activities; maintains knowledge of current maps and geography; maintains bulletins, telephone lists, directories, procedures, and other reference materials.
- Exchanges pertinent information with co-workers, department personnel, other departments, and outside agencies; distributes incoming information/documentation to appropriate personnel; monitors incoming faxes and teletypes; provides information/documentation to other departments and outside agencies as requested.
- Communicates effectively and coherently over radio channels while initiating and responding to radio communications.
- Communicates with supervisor, employees, other departments, callers, law enforcement personnel, fire personnel, emergency medical personnel, medical facilities, federal/state/local public safety agencies, court officials, utility companies, wrecker services, social service agencies, government agencies, other jurisdictions, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
 - Performs other general task, which may include answering telephone calls, making copies, sending/receiving faxes, and filing documentation.
 - Provides assistance to other employees or departments as needed.
 - Performs other related duties as required.

Education and Experience:

Must be 18 years of age. Requires a High School Diploma or equivalent.

Special Qualifications:

Must possess and maintain valid Georgia P.O.S.T. Communications Officer certification. Must possess and maintain valid N.C.I.C. and G.C.I.C. Terminal Operator certification.

PHYSICAL DEMANDS

The work is sedentary which requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.

- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **Visual Acuity:** Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

Primary Location
Fannin County E911

Salary Range
Hourly

Shift Type
Full Time – Part Time