

POSITION VACANCY

APPLICATIONS WILL BE ACCEPTED BEGINNING
DECEMBER 30, 2020 THROUGH JANUARY 29, 2021.

TO ESTABLISH A HIRING LIST AND FOR PART-TIME POSITIONS

JOB TITLE: Part-time Communications Specialist, 2 Openings

Date Posted: December 30, 2020
Department: Wayne County Emergency Communications Dept.
Hours: Part-time
Salary: \$18.11/hr.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Wayne County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as a Communication Specialist for Wayne County Emergency Communications and is responsible for receiving incoming phone calls and dispatching information to appropriate response units.

DUTIES:

Receives emergency calls from the public, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches emergency personnel accordingly.

Answers telephone, determines nature of call, responds to inquiries, routes call to appropriate individual and departments.

Dispatches police units, fire units, and other agencies as needed, including Red Cross, Health Department, and Emergency Management. Notifies appropriate officials of impending emergencies.

Maintains daily log of calls and enters information into the computer.

Operates IDACS/NCIC following IDACS rules and regulations on inquiries, entries, modifications, cancellations, locates, criminal histories and administrative messages.

Enters various information into IDACS and NCIC, including warrants, stolen property/vehicles, and missing persons and protective orders.

Maintains and cleans communication equipment, ensuring all equipment is operational and/or reports any malfunctions to a supervisor.

Receives security and fire alarms. Monitors radio frequencies and closed-circuit television system.

Comforts emotionally distraught persons and counsels victims and witnesses.

Informs department officials and emergency personnel of major incidents.

Attends prescribed in-service or other training programs to maintain certification for essential job functions.

Communicates with news media regarding road and weather information.

Testifies in court and presents evidence in legal proceedings as required.

Maintains confidentiality and security of department information and records.

Delivers pre-arrival medical instructions to callers through acceptable medical protocols established by APCO and emergency medical director.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED with related work experience preferred.

Ability to be certified in APCO Institute Basic Tele-communicators course.

Ability to be certified in the use of IDACS and NCIC computer systems and Emergency Medical Dispatching.

Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the Department.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively perform the essential duties of the position, including sitting for long periods with little or no opportunity for breaks during shift.

Knowledge of radio frequencies, codes, procedures and limitations.

Knowledge of community geography, including police, fire and EMS jurisdiction and/or service boundaries.

Working knowledge of Standard English grammar, spelling, and punctuation, and ability to prepare/complete all required reports within department deadlines.

Ability to meet all hiring requirements, including passage of a drug test, criminal background check, and when applicable, a lie detector test.

Ability to comply with all employer/department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to provide public access to or maintain confidentiality of department information/records according to state requirements.

Ability to properly use standard office equipment, including computer, typewriter, calculator, fax machine, copier, radio, and multi-line telephone.

Ability to obtain and apply knowledge of applicable local, state, and federal laws, codes, ordinances, and accepted police procedures.

Ability to deal swiftly, rationally, and decisively with potentially violent individuals in precarious situations, and take authoritative action applying appropriate discretion and common sense.

Ability to effectively communicate orally and in writing, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Ability to obey all written and oral orders and directives from department supervisors.

Ability to protect oneself from contracting infectious diseases by avoiding high risk environments and having knowledge of and utilizing universal health precautions.

Ability to perform essential functions of the position without posing a direct threat to the health and safety of self and other individuals in the workplace.

Ability to perform arithmetic calculations quickly and accurately.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time, and work rapidly for long periods, often under time pressure.

Ability to file, post, copy data from one document to another and interview to obtain information.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to work extended and irregular hours, evenings, weekends as assigned, and occasionally travel out of town for training, sometimes overnight.

II. RESPONSIBILITY:

Incumbent performs a variety of communication duties according to standard operating procedures or policy manuals. Incumbent receives general supervision with assignments guided by specific detailed instructions.

Errors in performance are primarily detected and prevented through procedural safeguards, legally defined terms, supervisory review and/or notification from other departments, companies, agencies, or the public. Undetected errors could result in possible loss of life, inconvenience to other agencies/the public and/or endangerment to self/others.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with County and City police officers, fire and EMS agencies, state police, and the public for the purpose of exchanging information and ideas and explaining and interpreting policies and procedures.

IV. REQUIRED SPECIAL QUALIFICATIONS:

Computer skills. Successful completion of IDACS/NCIC within first year of employment and successful recertification as required. Successful completion of the Emergency Medical Dispatch program within the first year of employment and successful recertification as required. Successful completion of background investigation including submission of fingerprints.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs majority of duties in a communication center, involving sitting/walking at will, sitting for long periods, working in a noisy environment, lifting objects weighing less than 25 pounds, carrying objects, crouching/kneeling, bending at waist, reaching, close/far vision, depth and color perception, hearing sounds/communication and handling/grasping/fingering objects. Incumbent may occasionally work extended hours, irregular hours, weekends, evenings, and travel out of town for training, sometimes overnight.

**APPLY AT: Wayne County Human Resources,
401 East Main Street, Richmond, IN 47374**

or online at: www.co.wayne.in.us (Use Internet Explorer)

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is an
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