

BOARD OF COUNTY COMMISSIONERS WARREN COUNTY, OHIO 406 Justice Drive, Lebanon, Ohio 45036 www.co.warren.oh.us Commissioners@co.warren.oh.us

OFFICE OF MANAGEMENT AND BUDGET <u>MULTIPLE POSITIONS AVAILABLE</u>

JOB CLASSIFICATION TITLE:

EMERGENCY COMMUNICATIONS OPERATOR

DEPARTMENT:

PROBATIONARY RATE:

\$23.46 /HOUR (1 YEAR)

EMERGENCY SERVICES

**CONSIDERATION FOR LATERAL COMPENSATION WILL BE GIVEN FOR PRIOR EMERGENCY DISPATCHING EXPERIENCE

SCHEDULED HOURS:

40 HOURS PER WEEK/12 HOUR SHIFTS (NON-STANDARD WORK WEEK -NIGHT SHIFT)

CIVIL SERVICE STATUS:

CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM

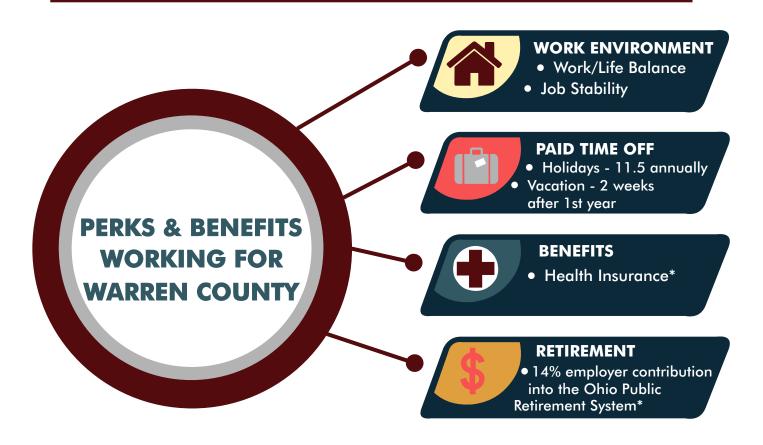
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS POSTED EFFECTIVE 11/27/24 UNTIL POSITIONS ARE FILLED

VISIT WWW.CO.WARREN.OH.US AND COMPLETE THE APPLICATION AS FOLLOWS: CLICK ON JOB POSTINGS THEN CLICK ON WARREN COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR DESKTOP AND EMAIL THE COMPLETED APPLICATION TO: WCCOMMAPP@CO.WARREN.OH.US PLEASE CONTACT SUSAN SPENCER WITH QUESTIONS AT: 513-695-1747.

> WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

YOU WILL HIT THE BULLSEYE WORKING FOR WARREN COUNTY



Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$270 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

VISIT WWW.CO.WARREN.OH.US FOR ALL JOB POSTINGS. QUESTIONS CALL: SUE SPENCER 513.695.1747 Page <u>1</u> of <u>3</u>

WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

Position Title:	Emergency Communication's Operator	Incumbent:		
Class Title:				
Department:	Emergency Services	FLSA Status:	Non-exempt	
Reports To:	Communications Supervisor	Civil Service Status:	Classified	
Pay Rate:	Established by Union Contract Employment Status:		Full-time	
Probation:	1 Year	Lunch:	Paid	
Work Hours:	80 hour bi-weekly 12-hour shifts			
	Rotate on an annual basis due to bid process.			

JOB SUMMARY

This critical role serves as the vital communication between the public and emergency responders. A candidate should be able to work independently and with peers in a high-stress environment while performing the functions below.

JOB RESPONSIBILITIES

Under general supervision, operates radio, telecommunications and computer equipment; processes telephone and/or radio calls/complaints, dispatches appropriate emergency service agencies and performs other related duties as required.

QUALIFICATIONS

A high school diploma or GED is mandatory; no record of a serious misdemeanor or felony conviction, must be able to work a day and/or night schedule including, weekends and holidays to ensure adequate 24/7 coverage, demonstrates the ability to speak clearly and effectively. Must have good vision and excellent hearing.

LICENSURE AND CERTIFICATION REQUIREMENTS (acquired after employment)

- 1. LEADS Certification
- 2. Emergency Medical Dispatch Certification
- 3. Emergency Fire Dispatch Certification
- 4. 40-hour Emergency Telecommunicator Training Course
- 5. CPR for Emergency Communicators
- 6. National Incident Management Systems (NIMS) 100, 144, 200, 700, 800

WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

ESSENTIAL FUNCTIONS

- 1. Receives and transmits radio and telephone communications while being aware of questions/requests in the Communications Center by co-workers at the same time.
- 2. Ability to assess a situation, dispatch the correct response, coordinate mutual aid support and provide lifesaving instructions while help is in route to the emergency.
- 3. Maintains confidential information and records on various forms and logs for computer entries and cancellations.
- 4. Operates equipment (e.g., computer terminal, telephones, radios, etc.).
- 6. Analyzes, enters, clears, queries, or cancels entries in local, L.E.A.D.S. and N.C.I.C. computer systems.
- 7. Gather & prioritize relevant information from callers who could be highly emotional, angry, hysterical, disoriented, have special needs etc...
- 8. Demonstrates predictable, punctual and regular attendance.

OTHER DUTIES AND RESPONSIBILITIES

- 1. May serve as ECO-in-charge as required.
- 2. May provide training for other communication employees.
- 3. Performs other duties as requested by supervisor.

KNOWLEDGE, SKILLS AND ABILITIES (* indicates developed after employment)

To acquire the knowledge and skills needed to function in this position, requires a significant amount of training and continuing education.

Knowledge of agency policies and procedures*; FCC rules and regulations*; geography of Warren County*.

Skills to effectively communicate, critical thinking & decision-making, operation of all radio equipment, Computer Aided Dispatch system, telephone, and multi-tasking.

Ability to exercise sound judgement and demonstrate calm handling of general and/or stressful situations; develop and maintain working relationships with associates, peers, law enforcement agencies, fire departments and the public; collect, analyze and interpret data; prepare and maintain accurate documentation; operate multiple computer programs on multiple screens for extended periods of time.

WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. This position is considered essential. I understand that I may be required to work additional hours before and after my shift or called in on my days off to meet the needs of the department and County. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

(Employee's Signature)

(Date)

Date Adopted: Date Revised:12/2024 posdes.15