



COMMUNICATIONS OFFICER I

Estimated salary effective 1/1/23
\$22.47/hour or \$46,755 with no prior experience
Additional compensation earned via shift schedule, night
differential, holiday & premium pay
Job Type: Full-Time
Location: Stafford County, VA

Performs intermediate technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under the regular supervision of a Communications Supervisor.

The successful applicant must pass a software based application skills test as well as a polygraph examination, full background investigation to include a criminal history check, physical examination, psychological examination and drug test.

Examples of Duties:

- Receiving, classifying, processing and dispatching emergency service calls utilizing E-911 and computer aided dispatch systems; receiving, recording and forwarding non-emergency service calls; preparing and maintaining computerized and other records and files.
- Receives law enforcement, medical, fire, rescue and related service requests and calls.
- Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals.
- Dispatches emergency equipment and personnel where and when needed.
- Receives and forwards service requests, complaints and other calls for County departments and other agencies.
- Receives and transmits messages by radio and maintains radio log.
- Operates telecomputer terminals on NCIC/VCIN Networks.
- Prepares and maintains public safety computer records.
- Maintains familiarity with operating procedures of agencies served.
- Performs a variety of clerical tasks as directed.
- Keeps in telephone contact with caller when situation dictates.
- Maintains required certifications related to performance of duties.
- Performs related tasks as required.

Typical Qualifications:

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

Graduation from high school or high school equivalency (GED).

Must be able to type 30wpm but 40wpm is preferred.

Supplemental Information:

Must obtain Emergency Medical Dispatch certification, VCIN certification and complete required training programs within one year of employment.

