



## JOB DESCRIPTION

**Position:** Lead Emergency Communications Specialist  
**Reports To:** Communications Supervisor  
**FLSA Status:** Non-Exempt  
**Last updated:** 07/28/2023

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

In addition to operating communications equipment to efficiently and appropriately answer multiple 911, emergency and non-emergency calls, enter pertinent and accurate information into the computer aided dispatch (CAD) system, dispatch personnel, stations and equipment and provide pre-arrival instructions to callers in a 24/7/365 communications center, this position is responsible for providing leadership and mentoring to Emergency Communications Specialists and Communications Specialists. Lead Emergency Communication Specialists will serve as additional support on the communications floor and assist the supervisory team with tasks.

### **Supervision Received:**

Works under the general supervision of an assigned Communications Supervisor.

### **Supervision Exercised:**

Emergency Communication and Communications Specialists.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Perform all functions of an Emergency Communications Specialist e.g. call taking and dispatching (Fire, Law Enforcement, or both)
- Serve as a point of contact for on-the-job questions.
- Monitor login times, breaks, and in-the-moment ready/not ready availability.
- Coordinate shift change.
- Support Emergency Alert System transmissions (WEA/Lookout Alert).
- Perform updates to CAD/Spiceworks systems.

- Receive call-offs and update Schedule Express; identify coverage solutions, coordinate personnel assignments, and coordinate personnel mandates with on-duty supervisors.
- Serve as support for floor operations during limited access of supervisors.
- Provide positive reinforcement and coaching.
- Notify Supervisor(s) about operational, equipment, technical, or security issues.
- Regular and predictable attendance is required, including specified meetings, some of which may be off site and the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends.
- Maintain and present positive and professional written and verbal communication at all times.
- Performs all other duties as assigned.

**Minimum Education, License and Certification Requirements:**

- Must maintain minimum education, license and certification requirements of the Emergency Communications Specialist.
- Minimum of two (2) years of experience required as an Emergency Communications Specialist at Jeffcom911.
- Qualified on a minimum of 1 Fire or Primary Law radio dispatch.

**Physical Demands:**

**Lifting and Carrying:** Ability to move 15- to 20- pound items from one location to another, such as boxes of paper, department manuals, resource books, equipment, etc.

**Body Positions:**

Must be able to sit at dispatcher work station and work radio controls, telephones, and computer keyboards during a typical scheduled shift with the ability to change from sitting to standing as needed. Must be able to navigate around Communications Center. Must have the manual dexterity to operate a computer keyboard, radio system, telephone, foot pedals and other relevant equipment. Some twisting, bending, stooping may be required. Must have the ability to coordinate movements of two or more limbs at the same time, e.g., while operating telephone and/or radio and foot pedal control and typing information into console controls.

**Hearing:**

Employee must be able to hear the phone and audible signals from equipment at a level that does not interfere with coworkers' ability to hear at their work stations. Hearing must be sufficient to use telephone and radio headset. Must have the ability to actively listen to callers for an understanding of their needs and situations. Must have the ability

to understand English spoken in a variety of accents. Must have the ability to focus on multiple sources of auditory (hearing) information in the presence of other distracting noises. Must be able to detect and discriminate among sounds that vary in a broad range of pitch and loudness.

**Vision:**

Visual acuity correctable sufficient to read computer screens and discern information, enter data, read Jeffcom documents, other correspondence, and read and interpret maps. Ability to distinguish between the colors red and green in order to properly utilize computerized equipment.

**Mental Requirements:**

**Information Retention:**

Must be able to read, retain and apply policies, procedures, criminal laws and ordinances, as well as recall numerous details of calls received.

**Language Ability:**

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

**Reasoning:**

Ability to utilize sound judgement and solve problems through critical thinking, decision-making, and prioritization in a time-sensitive and dynamic environment.

**Work Environment and General Information:**

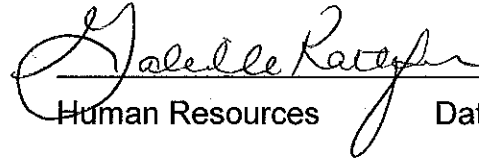
Work in a restricted access area, typical office environment with other staff speaking on phones and radios in a communications center. Work is often demanding in a fast-paced environment; position confinement and emergency crises may prohibit breaks and/or require employee to work unscheduled overtime. Frequent interaction with public, government jurisdictions, members of private industry, and other Jeffcom employees. Work under general supervision with supervisor availability to resolve unusual or complex work problems.

**ADA Compliance Statement:**

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources Manager.

  
Executive Director      10/24/2023  
Date

  
Human Resources      10/24/2023  
Date

## Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

---

Employee Signature

---

Print Name

---

Date