



## **2021 SALINE COUNTY**

### **OEM/911 Communications Operator**

#### **Job Description**

**Exempt:** No  
**Department:** 911 Communications  
**Reports To:** Lead Communications Operator/Deputy Director  
**Location:** 102 So. Main Street, Level B, Benton, AR 72015

#### **GENERAL DESCRIPTION OF POSITION**

Perform diversified duties using established procedures, requiring the use of judgement to determine appropriate actions to be taken; receive calls for emergency and non-emergency services by telephone and radio; determine the nature and priority, and dispatch appropriately. This position is designated as a "safety sensitive position" as defined by Act 593 of 2017.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answer E-911 emergency lines and give pre-arrival instructions to callers in emergency situations. This duty is performed daily.
2. Answer Non-Emergency lines and provide information to the public. This duty is performed daily.
3. Monitor radio traffic from law enforcement, fire departments, emergency medical services, emergency management and county coroner's office. This duty is performed daily.
4. Operate several computer/electronic systems including: Enhanced 911 console, Geographical Information Systems (GIS) mapping software, Computer Aided Dispatch (CAD) software, Arkansas Wireless Information Network (AWIN), Arkansas Crime Information Center/National Crime Information Center systems, National Warning System (NAWAS), County VHF Radio Systems, and local camera systems. This duty is performed daily.
5. Prioritize handling of numerous, often competing, and time-sensitive critical information. This duty is performed daily.
6. Dispatch Law Enforcement (county and municipal). This duty is performed daily.
7. Dispatch Fire Departments (county and municipal). This duty is performed daily.
8. Dispatch Emergency Medical Services. This duty is performed daily.
9. Dispatch Coroner's Office. This duty is performed daily.
10. Notify Emergency Management personnel of significant incidents and maintain situational awareness of all incidents or events that might have a significant impact on Saline County. This duty is performed daily.
11. Perform inquiries as requested by law enforcement on the Arkansas Crime Information Center/National Crime Information Center and monitor for messages from local/state/federal agencies. This duty is performed daily.
12. As the designated county warning point, maintain awareness of weather conditions by monitoring equipment and notification systems of watches and warnings. This duty is performed daily.

13. Monitor recall recorder to clarify calls. This duty is performed daily.
14. Troubleshoot minor malfunctions of equipment. This duty is performed daily.
15. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc., plus 0 to 6 months related experience and/or training, or equivalent combination of education and experience.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

ACIC Basic Certification, FEMA 100, 200, 700, 800, 242 Courses, ALETA Basic Tele communicator Course, Power phone Law Enforcement Dispatch Course, Power phone Fire Dispatch Course, Power phone Emergency Medical Dispatch Course, Arkansas Smart911 PSAP Console Training, MCDR-1 Missing Children Course

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Communication Training - Problem Solving and Decision Making Training

## **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Must have the ability to work under stress and perform numerous time-critical tasks. Work hours may be extended in the event of an emergency, disaster, workload or work in progress.

This position is designated as a "safety sensitive position" as defined by Act 593 of 2017. The duties listed above are intended only to show the various types of duties that will be performed. The omission of a specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. All positions within the Office of Emergency Management are assigned by the County Judge and/or the OEM Director and are subject to be changed when deemed in the best interest of the Office of Emergency Management operation. This job description does not constitute an employment agreement between Saline County and the employee and is subject to change by the employer if the need of the employer and requirements of the job change.

**SALINE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**