



BINGHAM COUNTY

Is Recruiting for the Position of **Emergency Communications Officer** **October 3rd 2024**

Salary: Starts at \$20.25/hour – Hiring Step DOQ/DOE

Full time: County Benefits Included:

Including 13 Paid Holidays, 6 Weeks Paid Parental Leave, Health Insurance, Public Employee Retirement System of Idaho (PERSI)

Closing Date: Open Until Filled

S1

FLSA Designation: Non-Exempt

Purpose of Class/Primary Function

Emergency Communications Officers (ECO) are the vital link between callers and field units. The primary responsibility is to protect both citizens and field units during emergency incidents. Employees in this class are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to emergency personnel in the field. This position is under the general direction of the Lead Emergency Communications Officers, ECO's perform these duties in accordance with established policies and procedures, exercising independent judgment when handling emergency or non-emergency calls.

Minimum Requirements:

- Must have a high school diploma, high school transcripts or GED certificate.
- Must be at least 18 years of age.
- Must have a valid Idaho Driver's License and be insurable.
- Must have no Felony convictions, some misdemeanors are allowed depending on the classification.
- Must be able to type 50 words per minute.
- Must be able to successfully pass the on-line CritiCall test.
- Must be able to pass a background check (criminal-character-credit), polygraph and pre-employment drug screen.

Disqualifying Drug Use:

- Sale, delivery and/or cultivation of any controlled substances including but not limited to marijuana, methamphetamines, amphetamines, cocaine, heroin, prescription drugs without a legal prescription and/or license and hallucinogenic drugs; such as LSD, mushrooms and acid.
- Use of marijuana within the past year.
- Use of synthetic substances such as "spice" within the past year.
- Any use of illegal hard drugs to include: meth, heroin, cocaine, LSD or PSP.
- If use of marijuana and/or synthetic drugs, such as spice, is between one & three years, please contact (the Chief Deputy)

Competency Requirements for Emergency Communications Officer

- Applicants need not have previous 9-1-1 related experience.
- Must have sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise;
- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds, and work in an office environment. The employee is frequently required to use hands to operate a computer keyboard, radio and communications equipment, and standard office equipment; to handle or feel; and to reach with hands and arms;
- Must be able to work scheduled shifts to provide 9-1-1 service 24-hours a day, to include days, evenings, nights, weekends and holidays;
- Must be able to successfully complete the communications training program, become certified in 1st Aide/CPR, Emergency Medical Dispatch, Emergency Communications Officer, the National Criminal Information Center & Idaho Law Enforcement Telecommunications System. (all training provided on the job);
- Must be able to learn to operate specialized communications equipment; computer integrated 9-1-1 system, two-way radio console, computer aided dispatch system, records management, mapping programs, office equipment and any other applicable software applications;
- Must be able to communicate clearly and concisely verbally and in writing with accuracy;
- Must be able to interpret, maintain and produce records, log, documentation and reports on activities in the center;
- Must be able to analyze situations quickly and objectively, to recognize actual or potential dangers and quickly determine the proper course of action.
- Must be able to cope with stressful situations calmly, fairly and tactfully.
- Must be able to maintain a professional demeanor during stressful situations; respond courteously to inquiries from the public, which are sometimes controversial or adversarial;
- Must be able to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Must be able to perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Must be able to learn the geographical layout of cities and county jurisdictions and boundaries for law, fire and medical.
- Must be able to understand and apply division, departmental, local, state and federal policies, procedures, regulations and laws.
- Must be able to establish and maintain effective working relationships with fellow staff members, supervisors, other county employees, other agencies, the public and persons with varied racial, ethnic or economic backgrounds.
- Must be able to work independently and as a team.

Essential Duties and Responsibilities (will vary by assignment)

- Receive requests for service from various sources, including phone calls, two-way radio, text messages, electronic messages, automatic notification systems, social

- media and/or visual data from video for emergency and non-emergency service.
- Receives, screens and prioritizes those requests for service.
- Manage the call for service by ensuring all data is captured in real time using the CAD system ensure that information is recorded accurately in the report.
- Administer care by providing pre-arrival medical instructions or directing callers through procedures such as CPR, childbirth or controlled blood loss while emergency medical services are responding.
- Dispatch law enforcement, fire, medical other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public in emergency and non- emergency situations;
- Monitor multiple radio frequencies to track and log field unit locations and activities.
- Coordinate events, in most cases, ensuring proper resources are aware of and are appropriately responding to incidents.
- Enter information into computer and files either as reference material or current information pertaining to calls; accesses multiple files to obtain or insert information;
- Manages communications from emergency personnel responding to incidents and assisting with incident operations, track availability and location and monitor for safety;
- Retrieves and provides information from the National Crime Information Center (NCIC) and Idaho Law Enforcement Teletype System (ILETS) computer to requesting field units;
- Retrieves and provides information to requesting agencies on outstanding warrants, protection orders, background checks, and related information;
- Enters, reviews, and updates records and information in the County, State & National databases;
- Provides assistance, information, and answer inquiries from the general public;
- Deploy to the scene of planning events, major emergencies or ongoing incidents.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.

Benefits

Bingham County offers a highly competitive benefits package including membership in the Public Employee Retirement System of Idaho (PERSI), paid time off, holiday pay, as well as medical, dental, vision and life insurance. If you would like to view all of the benefits Bingham County offers our full-time employees, please visit our website: www.binghamid.gov, then click on Human Resources and that will take you to our web page and on the right side you will see "Employee Benefits", if you click on this you will be directed to our Benefits page.

How to Apply

A job description and the Application may be picked up at the Bingham County Courthouse, Department of Human resources, Room 223 or you may find the application on our website: www.binghamid.gov. in the Human Resources section. When you have completed the Application and have attached all of the required documentation, you may mail it to this address: 501 N. Maple #202, Blackfoot, ID 83221. If you choose to mail it, it must be received in the office by 4:00pm on closing day, if one is posted. You may also submit it by fax to (208) 782-2681 or email it to: L Pope at lpope@binghamid.gov. The back page of the Application is an Authorization for Release of Records and Personal Information. Please complete this page in front of a Notary Public. You may bring a picture ID with you to the Courthouse and Human resources will notarize it for you. If your application is not complete or doesn't have the required documentation, you will not be considered for this job posting.