



Job Vacancy

Class Title:	E911 Communications/GCIC Officer (Certified) – Part-time
Salary:	\$18.05 - \$25.45 (hourly)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB SUMMARY

The purpose of this classification is to answer and process emergency and non-emergency calls.

ESSENTIAL FUNCTIONS

Answers incoming emergency and non-emergency voice and Telecommunication Device for the Deaf (TDD) calls determines nature of call and correct signal and/or code; simultaneously enters information into the Computer Aided Dispatch (CAD) System; and advises supervisors of all priority calls.

Provides lifesaving and pre-arrival instructions to callers in emergency medical situations; remains available to callers while units are in route; and checks medical status.

Forwards information to the appropriate emergency response units or agencies: processes requests from officers and/or deputies through the Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) and assist the public with request.

Utilizes computer to enter and retrieve data: sorts and files records; and assists callers with transactions and information relating to police, fire, and Emergency Medical Services activity.

Identifies incorrect or outdated information contained in the CAD: and completes update form for changes of street names and/or addresses and submits to supervision for verification.

Testifies in Court: may be called to testify as the owner of a voice on and E-911 recording and/or to be a witness that a call was received.

Dispatches the appropriate agency personnel to scene through use of radio and CAD System: coordinates multi-unit and multi-jurisdictional response calls; maintains awareness of available response units; dispatch calls to available units; maintains contact with response units to provide information and instructions regarding emergencies; and assists in the coordination of correct response.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Must have two (2) years of completed Basic Communications Officer training at a 911 agency, which must be current.

LICENSES AND CERTIFICATIONS

Must possess and maintain the following certifications: GCIC and NCIC Terminal Operator, Basic Communications Officer training course mandated by the State of Georgia and POST Council, TDD/TTY, and CPR.

SKILLS & ABILITIES

Strong communication and active listening skills with the ability to work effectively as part of a team.

Excellent problem-solving skills.

Familiarity with computer-aided dispatch (CAD) systems.

SITUATIONAL REASONING

Ability to remain calm and composed in high-stress situations while exercising judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria.

PHYSICAL DEMANDS

The work is typically performed with the employee intermittently sitting, standing, or walking.

WORK ENVIRONMENT

The work is performed indoors.

The City of Austell is an Equal Opportunity Employer. The City of Austell does not discriminate based on race, color, national origin, sex, religion, age or disability in employment or the provision of services. In compliance with the American with Disability Act, the city will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

How to apply:

Applicants MUST submit BOTH the Employment Application AND Background Consent Form.

****Applications received which do not have BOTH the Employment Application AND Background Consent form attached will NOT be considered****

[Application for Employment and Background Consent Form \(Online\)](#)

[Fair Credit Reporting Act](#)