

**PLEASE POST FOR ALL APPLICANTS TO READ  
MACON-BIBB COUNTY GOVERNMENT**

**POST DATES: 4/22/14 THROUGH 4/30/14**

**EEOC CODE: 0404**

**CLASS CODE: 2205**

**CLASSIFICATION TITLE: E-911 OPERATORS (6)**

**JOB CLASS (GRADE): 11**

**WORK WEEK: VARIES**

**WORK HOURS: VARIES**

**HOURLY RATE: \$12.02**

**LOCATION: E-911**

**DEPARTMENT HEAD: KEITH MOFFETT**

**(X) REPLACEMENT    () NEW REQUIREMENT**

**PURPOSE OF CLASS:**

Under general supervision, performs specialized communications work involving the receiving, processing, dispatching or disbursing of emergency and non-emergency information, as pertains to the E-911 Communications Center. Performance is reviewed through observation, reports and results achieved.

**PRIMARY JOB DUTIES:**

- Operates emergency E-911 telecommunications equipment, receiving requests for emergency services and properly recording and transferring the request to the appropriate department or dispatch position.
- Operates radio equipment to dispatch law enforcement, fire, or other personnel and equipment to handle emergencies and other services in the field.
- Maintains contact with and coordinates the movement of field emergency response units, maintaining the status of each.
- Maintains regular contact with police officers in the field to verify their location and ensure that adequate backup is available to respond to emergency calls.
- Transfers medical calls to ambulance service and verifies if medical emergencies are of a life threatening nature.
- Monitors Emergency Management Agency (EMA) radio traffic.
- Monitors weather computer system and coordinates the receipt and dissemination of all weather statements.
- Performs specific duties at the fire consoles i.e. updating fire data, verifying premise information.
- Operates Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) Terminals verifying warrants, running criminal histories, and tags, and entering stolen vehicles and articles.
- Operates GCIC/NCIC Terminals to provide information requested and required by units in the field.
- Works with the general public in dealing with non-emergency situations, providing necessary information or redirecting the call.
- Operates communications support equipment as required.
- Works with the general public in dealing with emergency situations, providing necessary information.

**SECONDARY JOB DUTIES:**

- Completes special projects and performs other miscellaneous duties as required.

**EQUIPMENT OPERATED:**

E-911 communications equipment and database, personal computer, word processor, fax machine, copy machine, typewriter, calculator, and other appropriate equipment.

**REPORTING RELATIONSHIP:**

This position reports to the E-911 Shift Supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Considerable knowledge of the geography of Bibb County.
- Considerable knowledge of Federal Communications Commission regulations in the use of radio and telecommunications equipment.
- Considerable knowledge of personal computers and word processing and database programs, including the Microsoft Office Suite, the Windows NT network, and internet and e-mail services.
- Knowledge of proper care and use of radio, telecommunications and support equipment in the Communications Center.
- Ability to observe situations and events analytically and objectively, and to record and react to these situations properly, clearly and completely.
- Ability to act and react calmly and quickly to emergencies.
- Ability to speak clearly, using proper terminology.
- Ability to handle situations courteously, tactfully, and firmly, with impartiality.
- Ability to maintain effective working relationships with fellow employees and with members of the general public.

**DESIRABLE EDUCATION AND EXPERIENCE:**

High school graduate or equivalent GED, and

Some experience performing emergency or radio dispatch work, or

Any equivalent combination of education and experience acceptable to the appointing authority.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be willing and able to accept shift duty, day or night.

Must pass a criminal information background check.

Must type 35 wpm.

Must pass P.O.S.T. Public Safety Communications Officer Training course within six (6) months of hire date.

Requirements may be subject to modification in order to reasonably accommodate individuals with disabilities who are otherwise qualified to perform the essential duties of the job.

**WORK CONDITIONS:**

**C**=Constant (65-100% of day)

**F**=Frequent (33-65% of day)

**O**=Occasional (up to 33% of day)

**N**=Never

**I**=Infrequently (not done daily)

**C** Operates various emergency operations  
dispatching equipment

**C** Requires sitting

**C** Requires upper body mobility and coordination  
for bending and reaching

**C** Requires visual and hearing ability

**Lifts or Carries:**

I 10 lbs or less

I 11 - 25 lbs

N 26 - 50 lbs

N 51 - 75 lbs

N 76 - 100 lbs

N 100 lbs +

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If you feel you qualify for the above position, you may obtain a Position Opening Application at the Human Resources Department. Once completed, the application should be returned to the Human Resources Department. Applicants who are not selected to fill the position will be notified by mail. Position openings are to remain posted for at least seven (7) working days before the position is filled so that all applicants qualified for the position will have an opportunity to apply.

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***