



**Job Title: E911 Communications/GCIC Officer**

**FLSA Status: EXEMPT**

**Starting Salary: \$ 35,404.80**

**(A division of the Austell Police Department)**

#### **E911/GCIC Officer Job Description**

The City of Austell E911 Emergency Communications Center invites you to explore a career as an Emergency Communications Officer. Our agency serves as the E911 call and dispatch center for the Austell Police and Austell Fire & Emergency Services.

This expanding career field is ideal for a person with good communication and multi-tasking skills and the ability to work under stressful conditions.

#### **Job Description**

- Using a computer-aided dispatch system, an E911 Officer receives emergency calls from the public requesting police, fire, medical or other emergency services. The operator must determine the nature and location of the emergency, determine priorities, and dispatch police, fire, ambulance or other emergency units as necessary and in accordance with established procedures.
- An E911 Officer maintains contact with all units on assignment, including the status and location of police and fire units. The operator must be able to enter, update, and retrieve information from a variety of computer systems and process requests for information such as vehicle registration, driving records, and warrants, and respond with pertinent data.
- The officer must be able to monitor several complex public safety radio frequencies and operate a variety of communications equipment, including radio consoles, telephones, and computer systems.

- Austell E911 operators are also GCIC operators and enter warrants and maintain GCIC related files. GCIC operators are fully trained by the guidelines of the State and Federal laws pertaining to all facets of entry, maintaining, clearing NCIC files. GCIC operators monitor the GCIC system 24/7.
- At the completion of training, all Austell E911 Officers receive the Basic Communications Officer Training certificate for the State of Georgia by the Peace Officer Standards and Training (P.O.S.T.).
- They are also CPR certified through the American Heart Association (AHA). All operators receive certification as Emergency Telecommunicators, Emergency Medical Dispatchers (EMD), Emergency Fire Dispatchers (EFD).
- Austell E911 Officers also become TDD (Telecommunications for the Deaf) and TTY (Teletypewriter) certified, and the center subscribes to the AT&T Language Line which allows operators access to translation services for over 140 different languages.
- The Austell communications facility equipped with the 800-Megahertz System.
- Emergency Communications Officers work a 12-hour shift with a 3 day on/2 day off followed by a 2 day on/3 day off work cycle. This provides a 3-day weekend every other week. Overtime is frequently available, also every other week includes a mandatory 8 hours of overtime.