



**City of Austell Police Department
Job Description**

Job Title: E911 Communications/GCIC Officer
Effective Date: 6/25/2022
FLSA Status: EXEMPT
Starting Salary: \$36,466.94 annually
(A division of the Austell Police Department)

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 Summary:

- 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 911 operators are also GCIC operators. The position requires entering warrants and maintaining GCIC related files. GCIC operators are fully trained by the guidelines of the State and Federal laws pertaining to all facets of enter, maintenance, and clearing of NCIC files. GCIC operators monitor the GCIC system 24/7.

Job Title: E911/GCIC Officer Job Description (continued)

- 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.

Minimum Qualifications:

High school diploma or GED; must be 21 years of age; certified officers must have POST (Peace Officer Standards and Training Council) basic mandated certification; possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR); equivalent combination of education and experience.

The City of Austell is an Equal Opportunity Employer. Austell City Government does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

How to Apply:

All applicants must complete a City of Austell employment application and Background check.

Applications should be submitted online at <https://austellga.gov>

Please complete an application in its entirety and return to Human Resources.

Human Resources
5000 Austell Powder Springs Rd.Suite 220
Austell, Ga. 30106
(770)944-4303

*Open Until Filled