

JOB DESCRIPTION



TITLE:	Emergency Services Dispatcher I-IV
REPORTS TO:	Emergency Communications Dispatch Supervisor
DIVISION:	Emergency Services
FLSA CLASSIFICATION:	Non-Exempt
SALARY GRADE:	10,11,12,13

GENERAL POSITION SUMMARY

As a First Responder, the Emergency Services Dispatcher is a specialized position performing multi-channel emergency radio and communications work for the Emergency Communications Center (a secondary Public Safety Answering Point for fire and emergency services). The Dispatcher is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public and primary Public Safety Answering Points. Work involves evaluating incoming calls to determine appropriate level of Fire/EMS assistance required, dispatching units, and transmitting information and messages upon request according to established procedures. This position monitors public safety units in the field, retrieves and enters computer data, operates TDD/TTY and other related communications equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES (The following statements are illustrative of the duties and responsibilities of the position and do not list every duty that may be required of the employee for this position. The District retains the right to change the duties and responsibilities of the position at any time without notice.)

Maintains a positive customer service attitude with the public, user agency members, co-workers, and supervisors.

Interacts with callers requesting emergency/non-emergency response or service from the community or public safety agencies; uses established protocols and the computer-aided dispatch system to evaluate the situation and take the appropriate actions; retrieves information from callers and transmits information to fire/emergency service personnel.

Follows prescribed protocols to provide emergency medical instruction to callers during high-risk situations until appropriate field units arrive on scene.

Monitors and maintains the location and status of fire, emergency medical and other agency units in the field.

Operates various automated and/or communications equipment including computer-assisted dispatch terminal; enters and retrieves data; monitors and operates TDD/TTY to communicate with hearing-impaired callers.

Participates in the administration of the Communications Center through the development, implementation and review of procedures, policies, and training programs; assists in training

new dispatch personnel when needed.

Contributes to the mission, vision, and values of the Communication Center.

Performs general office support assignments; prepares various forms of documentation including reports and logs; may be responsible for copying 911 tapes.

Inspects equipment at beginning of each shift to ensure proper operation, reports malfunctions or problems.

May be required to be on-call, remain on duty after shift-end and respond to emergency situations at any time.

Performs other related assignments, as needed.

MINIMUM QUALIFICATIONS

EDUCATION, EXPERIENCE, LICENSES & CERTIFICATIONS (An equivalent combination of education, training, and experience that demonstrates the ability to perform the duties of the position is qualifying.)

Must be at least 18 years of age with a high school diploma or GED. Post-high school education at a technical or college level is preferred.

Requires at least one (1) years of Public Safety dispatching or 911 call center experience. Other public safety experience (fire suppression/emergency medical) may be considered.

Required to obtain and maintain the following certifications: BLS CPR, Priority Emergency Medical Dispatch (EMD), Priority Emergency Fire Dispatch (EFD), APCO Telecommunicator 1 and Fire Service Communications (), ICS 100/200/300, NIMS 700/800, and Blue Card Incident Command.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

Strong knowledge of the principles, practices, and techniques of emergency dispatch.

Ability to demonstrate strong customer service orientation.

Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.

Working knowledge of FCC rules and regulations governing radio usage.

Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats.

Demonstrated interpersonal skills in to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the public, and command staff members of other departments.

Ability to exercise judgment under pressure.

Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.

Ability to multi-task efficiently in a fast-paced, stressful environment.

Ability to operate radio, telephone and computer systems under routine, emergency, and high stress conditions, in a confined work area for long periods of time.

Ability to operate standard office machines (photocopier, calculator, etc.).

Primary language for communication is English, but the ability to speak one or more other languages is helpful (particularly Spanish).

Ability to work 24-hour shifts, overtime and holidays as needed in a 24-hour-a-day, 7-day-a-week operation.

SUPERVISION RECEIVED

Works under the general direction of the Emergency Communications Dispatch Supervisor.

SUPERVISION EXERCISED

None.

EQUIPMENT AND SYSTEMS

Requires frequent use of equipment, including personal computer (including various software packages, database, and spreadsheet programs), radios, calculators, telephones, facsimile machines, copy machines, printers, and other general office equipment.

PHYSICAL DEMANDS

Must have adequate hearing, manual dexterity, and mental disposition to remain alert and perform all essential job functions.

Ability to perceive the full range of the color spectrum, such as working with electronically produced letters, numbers and/or images on a computer monitor.

Ability to wear a headset for long periods of time.

Ability to type a minimum of 40 wpm.

While performing the duties of this job, the employee is regularly sedentary. This position may be required to perform climbing, balancing, stooping, kneeling, crouching, crawling, reaching, sitting, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, seeing and repetitive motions, and to exert up to 25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Must successfully complete the Emergency Communication's dispatch training program within allotted timeframe and be willing to continue educational opportunities within the 911 industry; must be willing and able to attend off-site training programs.

WORK ENVIRONMENT AND GENERAL INFORMATION

While performing the duties of this job, the employee primarily works in a climate-controlled office environment.

The noise level in the work environment is usually moderate.

Work is often performed in emergency and stressful situations.

Due the nature of emergency services, this position may be required to be on-call and to respond to emergency situations at any time.

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