

CONDITIONS OF EMPLOYMENT

DEFINITION

Performs work involved with emergency service dispatching from a centralized public safety communications center. This position serves as Call-taker/Telecommunicator/Dispatcher for emergency and non-emergency calls as well as radio traffic, all while operating under detailed guidelines.

EXAMPLE OF DUTIES

(The following are intended to illustrate typical duties. They are not meant to be inclusive or restrictive.)

Receives training in emergency services response, emergency medical services providing EMD (pre-arrival medical instructions), communication equipment operations, fire service, law enforcement, teletype, CAD (computer aided dispatch), computerized telephone systems and radios.

Performs in accordance with 911 guidelines, orders, and statements of procedure and protocol.

Receives telephone calls from the public concerning emergency and non-emergency situations relating to law enforcement, medical, fire, disasters and other related incidents.

Records pertinent information and transmits to agencies and individuals. Maintains records and reports of activities. Makes referrals to other public service agencies when appropriate.

May provide pre-arrival instructions to caller, utilizing established protocol and guidelines.

Monitors and operates telephones, radios, teletype, alarm panels, video monitors, recorders, computers, and all other equipment located within or controlled by the 911 facility.

Uses a wide variety of radio frequencies to inform and coordinate activities of participating emergency service agencies and surrounding county agencies when appropriate.

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Maintains a clean and safe working environment and takes care to protect all equipment and materials associated with the E-911 Center and facilities of the Lewis County Office of Emergency Management.

Provides for general cleanliness and order within the 911 facility.

Will assist in the training of new employees.

Suggests improved communications/operations practices.

Perform other reasonably related duties as assigned by 911 facility employees operating in a supervisory capacity.

SUPERVISION RECEIVED

Works under the general supervision of a Senior Telecommunicator/Supervisor.

SUPERVISION EXERCISED

Performs supervision-counseling as required or directed.

WORKING RELATIONSHIPS

Relationships are typically with the general public, outside agencies, or specialized matters that may include handling difficult relationships or solving minor difficulties.

Must work closely with fellow employees, get along with others, and communicate well with fellow employees. We are a small group and need to act like a small family.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND CHARACTERISTICS:

KNOWLEDGE

Ability to gain knowledge of the communities, including major facilities, highways, streets, landmarks, etc. Ability to gain knowledge of various communications and emergency response procedures. Working knowledge of business English, spelling and grammar. Considerable knowledge of telephones/radios/CAD procedures and equipment.

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SKILLS

Skilled in the use of computers at a minimum of twenty (30) words per minute, to transcribe hand-written copy and/or simultaneous oral communications.

Skilled in map reading.

Skilled in reading and understanding complex technical documents written in English, such as laws, ordinances, procedures, medical protocols, technical manuals, training manuals, computer printouts, and public safety reports.

Skilled in observing, hearing, remembering, and recording facts and details such as those contained in oral and written directives, radio communications, and telephone communications.

Skilled in organizing and analyzing a variety of information and applying selected knowledge, which is learned during employment, in order to decide on an appropriate and reasonable course of action.

Skilled in exercising tact, self-restraint, judgment, and strategy in dealing with a wide variety of people in various emotional states

Skilled in good communication skills, both oral and written.

Skilled with strong organizational skills

Skilled in the operation of computers and basic office software.

ABILITIES

Ability to communicate effectively by radio, telephone and in person.

Ability to accurately comprehend auditory input, particularly those received via telephone and radio transmissions.

Ability to utilize eyes, ears, fingers, arms, in a mobile and coordinated manner.

Ability to speak clearly and distinctly over an electronic media and in person

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Ability to learn/respond and comprehend to training.

Ability to react immediately and precisely to sudden stimuli.

Ability to perform duties under stress with speed and accuracy.

Ability to sit continuously for long periods in a tobacco free environment with no exterior windows and minimal breaks.

Ability to remain calm and react appropriately under stress.

Ability to establish and maintain effective working relationships with other employees, user agency personnel, and the general public.

Ability to type a minimum of twenty (30) words per minute as required.

Ability to establish and maintain effective working relationships with other personnel and other agency personnel required.

Ability to quickly make a decision based upon protocol, knowledge, and common sense.

Ability to have a valid Driver's License.

Ability to have dependable transportation to work.

Ability to perform proficiency in working with interpersonal communications and report preparation and presentation.

Ability to supervise and interact with other personnel.

Ability to work independently as well as with a team.

QUALIFICATION REQUIREMENTS

CHARACTERISTICS

Health free from disabling physical and mental defects that would affect the ability to efficiently handle assigned duties.

Mental alertness.

Clear and pleasing voice. (Businesslike & Professional)

Willing to accept rotating work assignments on day, afternoon or night shifts, weekends and holidays. Shall be willing and able to respond to occasional short notice call-out requests on/off duty time.

Temperament suited to the position, to be able to remain alert during periods of inactivity, as well as during routine and times of overload.

Report to work on time and in all types of weather and road conditions. You must understand the importance of this position and why you must attend when scheduled.

EDUCATION

Completion of High School or GED required

Willingness to establish and actively maintain and successfully complete a program of continuing education directed to self-improvement in the position required.

Be able to read, write and speak the English Language.

A bilingual applicant is desirable, but not required.

TRAINING

Formalized training in the operation of a centralized public safety communications facility preferred.

Training in police, medical, or fire activities preferred.

Have proficient computer skills.

EXPERIENCE

Desirable but not mandatory

SPECIAL REQUIREMENTS

Employee is subject to a background investigation **NO Felony's or DUI's.**

Because of the nature of the job an employee must be able to be reached by telephone and/or wireless device (24 hrs/day), in the case an emergency call-out may be needed.

Off duty employment will not be permitted when it may impair with on duty efficiency or conflict with duties and responsibilities.

Must have a current and valid Driver's License. Must have dependable transportation for reporting to work in all types of weather.

Reports directly to the shift Supervisor.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking and occasional lifting of light objects. Work is performed in an office type environment. Reasonable accommodations may be made to unable individuals with disabilities to perform the essential functions. While in the performance of the duties an employee is frequently required to sit, talk and hear. The employee is occasionally required to stand, walk, use hands or fingers to operate the computer systems or other systems may also require reaching, balance, stoop, kneel, and crouch. Employees must be able to occasionally lift and/or move objects.

ERGONOMICS HAVE BEEN ADDRESSED

WORK ENVIROMENT

The work environment is to be kept well lit and the noise level in the work environment is quiet with no distractions

Perform other related duties as required