

## **POSITION: EMERGENCY MEDICAL DISPATCH (EMD) TELECOMMUNICATOR**

### **Position Purpose**

The purpose of this position is to respond to calls in the 911 Communication Center; determine appropriate response and dispatch appropriate personnel and equipment; provide life saving instruction through emergency medical directions; provide information to staff in the field in support of their work and safety through searching of multiple databases and paper files; monitor various alarm systems; maintain related computer and paper reports; and assist in testing multiple systems within the 911 Center. An EMD Telecommunicator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision**

*Supervision Scope:* Performs a variety of very responsible tasks of an administrative and detailed nature requiring the exercise of judgment to interpret guidelines and carry out assignments independently; work at this level requires a working knowledge of departmental operations, applicable local and state laws; work involves both standard and non-standard practices and techniques; incumbent is called upon to handle a significant amount of details.

*Supervision Received:* Works under the general supervision of the Communications Center Supervisor. Functions independently within broad scope of established procedures; generally refers specific problems to supervisor only where clarification of procedures may be required.

*Supervision Given:* None

### **Job Environment**

Work is performed in an office environment. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Subject to the stress of emergency incidents and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine, and all other standard office equipment, alarms and specialized equipment in the 911 Center. Constant contacts with the general public and field personnel. Contacts are by telephone and involve discussing routine, semi-complex and/or emergency information. Contacts with the public require patience, courtesy, calm and ability to communicate effectively under stress.

Has access to high security personal confidential information.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Receives calls at 911 Center; determines nature and urgency of call; obtains necessary information to determine type, level and priority of response required; dispatches appropriate police, fire, ambulance or other personnel and equipment in accordance with established procedures.

Assesses and classifies medical conditions related to emergency calls through use of card system; advises callers of procedures to follow to respond to medical condition; assists callers in following specified procedures; and helps callers to remain calm in the midst of emergency situations.

Coordinates communication between police and fire commanders and officers as they respond to assignments, including coordination with neighboring communities as required. Monitors the status of all units to determine their availability to respond to calls for service. At all times is aware of the assignment of all units. Anticipates and accesses information needed from multiple computer systems and paper files and provides to staff in support of their work and safety in the field. Information could involve prior arrest records, best routings to locations, history of incidents at specified address, hazardous materials located in specified locations, treatment if contacted, methods for cleanup, etc.

Monitors a variety of alarms coming into the 911 Center and take appropriate action when alarms are sounded.

Assists in regular testing of multiple systems within the 911 Center.

Notifies appropriate authority regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services or any services required of the dispatch center,

Receives emergency calls during off-hours for other departments such as DPW and contact on-call, supervisory or other personnel for response to such emergencies.

Documents all actions taken by entries into computer systems and through paper records, utilizing specific and detailed reporting terminology and classification procedures.

Rotates through different 911 assignment areas on each assigned shift in order to perform duties of all departments served by the Center.

Maintains and updates knowledge of the multiple functions, duties and systems of the 911 Center.

Maintains total confidentiality of all information handled in performing duties at the 911 Center. Strictly adheres to all policies, procedures, rules, regulations and laws relating to performance of EMD Telecommunicator duties.

Performs other related duties as assigned.

All essential but non-emergency duties and assignments are secondary to and shall not interfere with any emergency operations in the Center.

## **Minimum Required Qualifications**

### **Education, Training and Experience**

High School graduate, GED or higher education. Pass an oral interview and extensive background check.

### **Knowledge, Ability and Skill**

*Knowledge:* Basic knowledge of the principles involved in the operation of radio, telephone, computers and related communication equipment. Ability to type quickly and accurately.

*Ability:* Ability to be certified on NCIC/LEAPS computer system within a given training period. Ability to obtain full APCO Telecommunication certification within a given period. Ability to be certified in Fire Dispatch, CPR and EMD within a given training period. Ability to communicate clearly and concisely under emergency conditions orally and in writing. Must have ability to learn city street locations and read maps. Ability to understand complex and written instructions and procedures. Must pass an in depth police background check. The ability to sit during prolonged periods of inactivity interrupted by periods of intense activity.

*Skill:* Ability to maintain one's composure and to act calmly and decisively under pressure of an emergency situation; ability to maintain records neatly and accurately. Handle highly confidential and sensitive information with discretion and good judgment.

### **Physical and Mental Requirements**

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit and talk or hear; occasionally required to walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. This position requires the ability to operate a keyboard and calculator at efficient speed. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech.

*(This job description does not constitute an employment agreement between the employer and employee. it is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*