



## Metropolitan Area Communications Center (MetCom)

# Emergency Services Dispatcher

Revision Date: June 2014

### GENERAL DEFINITION

This is a specialized position performing multi-channel emergency radio and communications work for the Metropolitan Area 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. Work is performed under general supervision by the MetCom Dispatch Shift Supervisor and the MetCom Director.

### ESSENTIAL JOB FUNCTIONS AND EXAMPLES OF WORK

- 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. May assist in training new dispatch personnel.
- Maintains a positive customer service attitude at all times with the public, user agency members, co-workers and supervisors.
- 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 or directed.

## **MINIMUM EDUCATION AND EXPERIENCE**

- Must be at least 21 years of age with a high school diploma or GED. Post-high school education at a technical or college level is helpful.
- Requires at least two (2) years of Public Safety dispatching or 911 call center experience. Other public safety experience (fire suppression/emergency medical) may be considered.

## **REQUIRED KNOWLEDGE, SKILLS, ABILITIES, LICENSES AND CERTIFICATIONS**

### Knowledge:

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

### Skills and Abilities:

- Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Demonstrated interpersonal skills in order to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the general 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. Personal telephone is required (land line or mobile) as Dispatchers may be required to return to the Communications Center for additional shifts.

- Must have adequate hearing, manual dexterity and mental disposition in order 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.
- Ability to lift 25-50 pounds, occasionally.
- Must successfully complete MetCom 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.

Licenses and Certifications:

- Required to obtain and maintain the following certifications: **Priority Emergency Medical Dispatch (EMD), Priority Emergency Fire Dispatch (EFD), APCO Telecommunicator 1 and Fire Service Communications** (obtained within the previous four years), **ICS 100/200/300, NIMS 700/800** and **CPR**. New dispatch employees have one (1) year after successful completion of MetCom’s Dispatch Training Program to obtain **Blue Card** certification.
- Must have and maintain a valid Colorado Driver’s License with a satisfactory driving record, and have the ability to operate District vehicles. Must be able to drive to off-site training sessions or job-related meetings.

<b>Position Reports To:</b>	Emergency Services Dispatch Supervisor
<b>Position Supervises:</b>	No direct or indirect reports
<b>Working Environment:</b>	Communications Center/Office
<b>Physical/Mental Requirements:</b>	<p>Must be able to maintain physical condition appropriate to assigned duties/responsibilities which involve sitting for extended periods of time and operating assigned equipment (computer, radios and other communications equipment). This includes audio-visual discrimination and perception including ability to distinguish colors; hand and finger dexterity; ability to communicate clearly; ability to read and write.</p> <p>Work is performed in office environment with artificial lighting; noise levels that may cause distractions; limited opportunity for physical movement. Must be able to remain alert &amp; responsive under low lighting and extremely demanding conditions, while wearing a headset and observing computer display screen for long, uninterrupted periods of time, with infrequent breaks.</p>
<b>FLSA Status:</b>	Non-Exempt