

# RIVERCOM 911

## JOB DESCRIPTION



Job Title:	<b>EMERGENCY SERVICES DISPATCHER</b>
Division:	Operations
Reports To:	Shift Supervisor
Bargaining Unit:	RiverCom Dispatchers Guild
Status:	Fulltime, Non-Exempt
Date:	May 2011

### **JOB SUMMARY:**

RiverCom is a Public Safety Answering Point (PSAP) that operates twenty-four (24) hours a day, seven (7) days a week processing emergency 911 and non-emergency calls-for-service and dispatching thirty-two (32) law, fire, and emergency medical public safety agencies within Chelan and Douglas counties. The Emergency Services Dispatcher (ESD) is the first line of contact with the calling public for emergency and non-emergency public safety services. The ESD answers calls, gathers information, and prioritizes emergency 911 and non-emergency telephone calls for service under pressure and tight time constraints using a computer-aided dispatch (CAD) system. Concurrent with receiving calls-for-service, the ESD assigns and dispatches the appropriate public safety agency personnel including police, fire, medical, and public service field units; simultaneously communicates with first responders over multiple radio frequencies; monitors field operations; researches, retrieves and enters confidential information into the appropriate data bases; accesses Federal, State, and local intelligence files; monitors security systems and cameras; operates communications systems for the hearing impaired, and utilizes a variety of other complex telecommunication programs and equipment. The ESD also triages medical emergencies and provides telephonic medical instructions for the care of injured persons.

The position of Emergency Services Dispatcher requires excellent communication skills, strong decision-making skills, flexibility, dedication, empathy, integrity, and the ability to work calmly and effectively with diverse groups of peoples. In addition to a regular work schedule, the position requires the ability to answer and respond to work on short notice in order to maintain mandatory minimum staffing levels in times of need. This is a technology driven position. Accordingly, the ESD is expected to adapt to and engage in ongoing changes in leading communication technology such as new protocols, computer and phone system updates, new certifications, and re-certifications.

## **EXAMPLES OF ESSENTIAL JOB DUTIES AND FUNCTIONS:**

Essential duties and functions include, but are not limited to, the following:

- Required to maintain regular and predictable attendance associated with regular work schedule, voluntary and mandatory overtime assignments, and maintain appropriate leave bank levels
- Employees are required to work a regular 40-hour per week schedule plus additional hours on nights, weekends, holidays, etc. to cover scheduling as needed
- Must be able to respond to requests to work (via personal cell phone) on short notice, report to work for call-backs, and/or for extended shifts for up to twelve (12) consecutive hours over multiple days, twenty-four (24) hours a day, seven (7) days a week in order to maintain mandatory minimum staffing levels as needed
- In emergency situations, dispatchers may be mandatorily required to report to or return to work
- Wearing a single-sided headset, must be able to simultaneously hear and understand conversations in the room, radio communications through the head-set and over external speakers and telephone conversations
- Maintains a professional, calm, and positive customer service attitude at all times while interacting with callers requesting emergency(911) and/or non-emergency assistance from public safety responders
- Maintains a polite and positive attitude at all times with management, supervisors, co-workers, public safety personnel, and other associates while at work and when representing RiverCom
- Processes sensitive information in a discreet and professional manner by maintaining a high level of confidentiality
- Adheres to the Criminal Justice Training Commission (CJTC) Telecommunicator Code of Ethics
- Utilizes established protocols to quickly and independently determine appropriate action
- Assigns public safety personnel to calls-for-service through the use of multiple radio frequencies
- Monitors and accurately maintain the location and status of police, fire, emergency medical, and other allied agency personnel
- Anticipates the needs of first responders and react to requests for assistance from responders in a timely manner
- Enters and retrieves data on Federal, State, and local intelligence systems to assist law enforcement agencies in and out of Washington State
- Calmly and quickly provides medical instructions over the telephone, such as CPR, first-aid, care of wounds due to major trauma, etc.

- Maintains professional certifications and competency in the use of complex communications equipment
- Completes quarterly, monthly, and weekly training assignments in a prompt and satisfactory manner
- Participates in the development, implementation, and review of procedures, policies, and training programs
- Performs other related duties as assigned
- Ability to use Word, Excel, and CAD (Computer-Aided Dispatch) system technology

**TYPICAL WORK ENVIRONMENT:**

Work is generally performed in a secure, quiet, office-like environment, with approximately ninety-percent (90%) of duties performed under artificial lighting. Work on the operations floor is conducted using ergonomically adjustable workstations and chairs, with adjustable lighting and air.

- Employees are required to follow code of conduct and dress code policies
- Personal cell phones and other similar communications devices are prohibited from use on the operations/dispatch floor
- RiverCom is a non-smoking workplace; use of tobacco products of any type are prohibited within the facility
- Weapons are strictly prohibited from the premises
- There is no expectation of privacy; all transactions, verbal and automated transactions are recorded, archived and available to the public under the Freedom of Information Act.

**PHYSICAL REQUIREMENTS:**

As a condition of employment, employees must be able to regularly and consistently meet the following physical abilities in the work environment in order to be considered “fit for duty”. Employees must possess adequate hearing, visual acuity, manual dexterity, and mental disposition to fully and successfully perform essential job duties and duties as assigned.

- Must be able to sit for long periods of time with limited opportunity for physical movement while operating communications systems, and while maintaining observation of multiple computer screens
- Must see clearly with 20/20 vision corrected while viewing color coded/prioritized computer screens and under artificial lighting
- Ability to wear telephone/radio headsets through-out the entire work period
- Ability to remain alert and responsive observing color-prioritized computer display screens, under low lighting conditions, for uninterrupted periods of time, and when working during evening and night hours

- There are no light-duty assignments available in this classification

#### **REQUIRED SKILLS AND CHARACTERISTICS:**

- Ability to make decisions based on structured rules
- Ability to multi-task within complex situations and under stressful conditions
- Ability to effectively communicate including the ability to speak clearly and concisely and to be understood when speaking over the telephone and/or radio
- Ability to react quickly and purposefully to emergency and unanticipated circumstances and when processing multiple and simultaneous requests via voice, telephone, radio, and computer
- Ability to comprehend the importance of and maintain levels of safety for public safety personnel
- Ability to work professionally with diverse groups of people and to demonstrate self-confidence and common sense

#### **REQUIRED QUALIFICATIONS:**

- Ability to communicate fluently in English, both verbally and in writing
- High School Diploma or G.E.D.
- United States citizenship or Permanent Resident Card
- Valid Washington State Driver's License
- Personal cell phone with texting for contact and call-in
- Successfully pass a skills test assessing data entry, decision-making, character comparison, cross referencing, reading comprehension and sentence clarity, and multi-tasking
- Ability to proficiently type 45 words per minute, or at least 4500 keystrokes per hour, using combinations of both letters and numbers
- Ability to proficiently operate a variety of office and computer equipment
- Successfully complete and pass pre-employment testing including polygraph test, law enforcement background check, psychological evaluation, health and drug screening, and credit check

#### **CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:**

Continued employment is conditional on the employee's ability to successfully complete a mandatory training period, attain and maintain the following certifications, and meet certain continuing criteria of employment:

- Washington State Patrol ACCESS Level I and II certifications
- Emergency Medical Dispatch certification
- CPR and first-aid certifications
- NIMS Emergency Management certifications
- WA Criminal Justice Training Commission (CJTC) Telecommunicator I and II certifications

- WA Criminal Justice Training Commission (CJTC) Emergency Medical Dispatcher certification
- Possess and maintain a valid Washington State Driver's License and the minimum amount of automobile insurance required by Washington State law
- Continued ability to work varying shift schedules, overtime hours, and holidays
- Continued ability to maintain regular and predictable attendance

*The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all inclusive list of work requirements. Employees may also expect to perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance work loads. This job description does not constitute a written or implied contract of employment.*

RIVERCOM 911 IS AN EQUAL OPPORTUNITY EMPLOYER