

South East Regional Emergency Services Authority
Job Description
Emergency Services Dispatcher

BARGAINING UNION AFFILIATION POAM

UPDATED November 2012

GENERAL STATEMENT OF DUTIES

Responds to both emergency and non-emergency services inquiries and disseminates information to the appropriate public agency.

SUPERVISION RECEIVED

Work is performed under the general direction/supervisor of the SERESA Supervisors

SUPERVISION EXERCISED

None

DESIRABLE QUALIFICATIONS

Knowledge of geography of the Service Area

Ability to demonstrate responsibility by receiving, assimilating, and recording information accurately and to respond correctly and efficiently

Ability to act with tact and impartiality both internally and externally

Ability to be obedient through oral and written instructions

Ability to exhibit imagination, initiative and discernment in problem-solving.

Ability to maintain a virtuous life.

Ability to demonstrate humility and diligence in day to day operations.

Current CPR, First Aid Certification

Ability to demonstrate dependability by fulfilling what is consented to do, even if it means unexpected sacrifice.

Must possess the ability to serve both the public and co-workers with humility and co-actively.

AN EMPLOYEE IN THIS CLASSIFICATION, UPON APPOINTMENT, MUST HAVE THE FOLLOWING TRAINING AND EXPERIENCE:

Minimum Qualifications:

Ability to communicate effectively with the appropriate emergency services agency without hesitations.

Ability to speak and hear the English language clearly and distinctly.

Ability to remain calm and communicate with emotional persons and elicit the proper information from them

Ability to maintain accurate records and reports.

Ability to pass standard medical exam within normal parameters, specifically with regard to the listed job functions

Reasonable related work experience, which would indicate dependability, maturity and the ability to exercise good judgment.

Proven ability to use computers with demonstrated speed (25wpm) and accuracy in data entry.

Special Requirements

Must be 18 years of age or older

Must be able to successfully pass an extensive Background check

Must successfully complete CTO training after hire date

Must have dependable transportation methods

Must be willing to work rotating shifts, weekends and holidays

Must be capable of learning and performing all LEIN and NCIC computer functions.

Must meet all LEIN and NCIC security requirements as a terminal operator.

Must successfully pass Emergency Medical Dispatch certification class

Must be able to travel to out of area to attend State required minimum training standards certification courses

TYPICAL EXAMPLES OF WORK: (An employee in this classification may be called upon to perform the following tasks which are illustrative and not exhaustive in nature.)

Receives telephone and radio calls for emergency services.

Disseminates emergency information to First Responders in a calm, collective manner

Records information on a computer while talking on the phone and/or radio

Must be able to sit for long periods of time

Monitors the emergency radio frequencies of public agencies including a civil defense

Transmits information to police, fire, EMS vehicles concerning wanted persons, stolen vehicles, hazardous street conditions, Fires and medical emergencies along with other important information

Controls operation of roadblock and major emergency plans and maintains files.

Maintains control of all calls received and transmissions made on radio telephones.

Maintains street locations, emergency phone numbers, and other pertinent records

Instructs new personnel on the use of communication equipment