

CITY OF RICHLAND

CLASSIFICATION TITLE: EMERGENCY COMMUNICATIONS DISPATCHER	JOB #: 6000	AFFILIATION: Affiliated
REPORTS TO: BCES COMMUNICATIONS SUPERVISOR OR DESIGNEE	PAY GRADE: N/A	FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Under the direction of the Communications Supervisor or designee, receives, transmits and records telephone calls, signals and messages relating to police, fire and medical emergencies and operates various communications equipment. Subject to working irregular hours, rotating shifts, weekends and holidays, and 24-hour on call in emergency situations. **This position requires employees to work in a highly stressful emergency, or multiple simultaneous emergency, situations where injury or death of individuals might occur as a result of an error.**

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Performs duties of a call taker/dispatcher. When performing the dual role of call taker/dispatcher both tasks share equal importance.
- Performs duties of a call taker when the primary dispatcher/call taker positions are staffed.
- Operates radio transmitter and receivers, multi-line telephones, multiple computer terminals, and other devices simultaneously.
- Receives and screens telephone requests for both emergency and non-emergency services.
- Receives and transmits emergency radio messages and non-emergency service related messages.
- Dispatches proper emergency personnel and equipment to the appropriate location.
- Monitors location, status, and needs of police, fire, medical and other emergency personnel by used of radio, telephone, computer, logs, and other means.
- Provides emergency medical assistance to the public by telephone.

- Receives and responds to incoming emergency and non-emergency calls for service; obtain information regarding the priority and details of requests; directs requests to appropriate units.
- Prioritizes calls on a four-level priority scale; maintains complete status and record of the emergency.
- Maintains complete and accurate field unit status.
- Communicates with a variety of emergency and non-emergency units, including law enforcement, fire, emergency medical units, hospitals and other related units.
- Provides assistance to callers with medical emergencies in the form of emergency medical dispatch protocols and pre-arrival instructions.
- Participates in drills and exercises for specialized emergencies such as Energy Northwest, Dept of Energy (DOE), Radiological EP, and Mass Casualty, etc.
- Operates a variety of Communications equipment including radio consoles and paging units, multi-line telephone system, logging recorder, and radio alarm system receiver; operate other machines and equipment such as a siren panel, personal computer, typewriter, and other related equipment; reports malfunctions as necessary to ensure operability and continuity of services.
- Attends meetings and training as required or assigned.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Specific and realistic knowledge, skills and abilities necessary to competently perform this job.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Benton County streets, locations, landmarks, and geographical areas served.
- Policies and procedures of the Communications Center.
- Operation of a variety of communications equipment.
- Interpersonal skills using tact, patience, empathy, and courtesy.
- Proper telephone techniques and etiquette.
- Standard office and computer equipment.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Customer service principles and practices.
- Applicable safety procedures and practices.

Skills and abilities to:

- Learn, read, interpret, and apply and explain rules, regulations, policies and procedures.
- Understand and follow oral and written instructions.
- Perform multiple tasks simultaneously and complete work with many interruptions.
- Operate a computer system terminal, computer-aided software, and other specialized software programs to assigned tasks.

- Distinguish directions.
- Hear and distinguish between multiple levels of sound and tones while listening to audio communications from telephone, radio, and staff.
- Sit for an extended period of time while working in a high-stress environment.
- Evaluate incoming emergency or non-emergency requests and determine appropriate action within clearly defined guidelines.
- Remain alert, calm, courteous, and think clearly in stressful situations.
- Speak clearly and distinctly.
- Make multiple decisions concerning emergency requests for service and prioritize emergency or non-emergency calls and dispatch per procedure.
- Type 35 WPM with accuracy.
- Maintain routine records accurately and in a timely manner.
- Operate a variety of communications and office equipment, to include multi-frequency 2-way radio systems and multi-line telephone system.
- Communicate effectively both orally and in writing; comprehend and use English effectively, including producing all forms of communications in a clear, concise, and understandable manner to intended audiences, including those who represent many socioeconomic and ethnic backgrounds.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet critical timelines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work, to include the public, user agency personnel, department staff, and other City employees.
- Operate a variety of modern office equipment and personal computers in a Windows-based computing environment, using standard or customized software application programs appropriate to assigned activities.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or equivalent.
- One (1) year of customer service experience involving substantial customer interaction in a fast-paced environment.
- Working knowledge of Microsoft Office Outlook and Word.
- Data-entry skills with speed and accuracy, and ability to type 35 wpm with accuracy.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Obtain and maintain ACCESS Level I or II certification within one (1) year of hire date.
- Obtain CPR and Emergency Medical Dispatch (or equivalent) certifications within one (1) year of hire date.

WORKING CONDITIONS:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:

- Typically performed in an office which requires sitting for long periods of time.
- Position involves working indoors in a secure room with no windows.
- The noise level in the work environment is usually quiet to moderate, depending on the number of calls and/or incidents occurring.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
- Employees will deal with callers who may be verbally abusive, emotionally upset, uncooperative or frightened.
- Position requires employees to work in a highly stressful emergency, or multiple simultaneous emergency, situations where injury or death of individuals might occur.

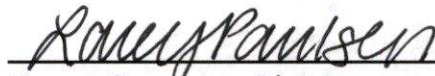
Physical Demands:

- Position requires the ability to stand, or sit for extended periods of time.
- Manual dexterity of hands and fingers to include, repetitive keyboarding, grasping and reaching.
- Operate standard and specialized equipment for assigned tasks.
- Ability to lift, push, carry and pull materials and objects (paper, office supplies, procedure manuals, etc.) weighing up to 20 lbs. on occasion using proper lifting techniques.
- Good vision to read print, mapping and computer screens with multiple colors.
- Ability to hear and speak clearly and distinctly to communicate in person and over the telephone.

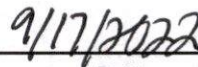
SELECTION GUIDELINES:

The duties listed above 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.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.

AUTHORIZATIONS: (For Archive)

Human Resources Director



Date



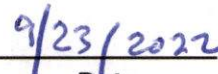
Department Director



Date



City Manager or Authorized Designee



Date