



CITY OF RICHLAND

CLASSIFICATION TITLE: LEAD EMERGENCY COMMUNICATIONS DISPATCHER/CTO	JOB #: 6001	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, oversees the operations of the Communications Center and the performance of personnel, as assigned, trains, mentors and coaches assigned staff members, and assists with administrative tasks as needed. 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 highly stressful emergency situations, 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 all essential duties of a call taker/dispatcher as required, and at times, performs the dual role of call taker and dispatcher, where both tasks share equal importance.
- Coordinates and oversees the activities of dispatchers; assists the supervisor in providing for proper shift coverage in the absence of employees, including overtime call-in and coverage; ensures adequate skill level is scheduled for each shift; reviews work for accuracy.
- Assists with complicated calls or incidents as needed; ensures proper prioritization of tasks and timely handling of numerous calls.
- Performs duties of Certified Training Officer only as needed due to absence or time conflict with assigned CTO.
- Maintains a calm and professional demeanor with callers who may be verbally abusive, emotionally upset, uncooperative, or frightened.
- Provides input to Shift Supervisor for employee performance reviews, including training deficiencies.

- Operates a variety of communications equipment including radio consoles, paging units, multi-line telephone system, logging recorder, and radio alarm system receiver; operates other machines and equipment such as a siren panel, personal computer, and other related equipment.
- On an emergency basis only, may complete 'Information Requests/Recordings.'
- Mitigates and reports any conflicts between team members.
- Troubleshoots or trains personnel on computer software/hardware problems, and notifies appropriate vendor/repair personnel for any equipment malfunction to ensure operability and continuity of services.
- Attends meetings and trainings 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/Franklin County streets, locations, landmarks, and geographical areas served.
- Policies and procedures of the Communications Center.
- Criteria Based Dispatch Certification (including CPR).
- 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.
- Oversee the operations of the Communications Center.
- Train, mentor, and coach assigned personnel.
- Understand and follow oral and written instructions.
- Speak clearly and distinctly.
- 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 and interpret directions.
- Hear and distinguish between multiple levels of sound and tones while listening to audio communications from telephone, radio, and staff.

- Sit or stand for an extended period of time, while working in a high-stress environment.
- Evaluate and prioritize incoming emergency or non-emergency requests, and determine appropriate action within clearly defined guidelines.
- Remain alert, calm, courteous, and think clearly in stressful situations.
- Make multiple decisions concerning emergency requests for service, prioritize emergency or non-emergency calls, and dispatch per procedure.
- Type 40 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.
- 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 GED.
- Two (2) years of experience at the level of Emergency Communications Dispatcher with the Southeast Communication Center (SECOMM).
- Successful completion of SECOMM's Training and Evaluation Program and Criteria Based Dispatch (CBD) Program.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid driver's license.
- ACCESS Certification
- Criteria Based Dispatch Certification

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 work is performed indoors, in a secure room, in an office setting,
- The noise level in the work environment is usually quiet to moderate, depending on the number of calls, and/or incidents occurring.
- Work requires interacting with upset staff, and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
- Work requires assisting 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:

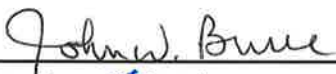
- Must be able to regularly, and punctually attend work at the office, or other assigned locations.
- Position requires the ability to stand or sit for extended periods of time.
- Manual dexterity of hands and fingers to include, repetitive keyboarding, grasping and reaching.
- Operate standard and specialized 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.
- Ability to hear, speak clearly and distinctly to communicate in person, and over the telephone.

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)

 6/29/2021
Human Resources Manager Date

 6/29/2021
Department Director Date

 7/6/2021
City Manager or Authorized Designee Date

