

POSITION: Dispatcher I/Call-Taker
GRADE: 1P
CODE:

FLSA: Non- Exempt
DATE: 01/07; 06/11; 12/13; rev. 1/2017

POSITION SUMMARY: Communications Dispatchers perform a full range telephone operational duties in a 24 hour public safety environment. Dispatchers are required to process and prioritize incoming calls for EMS, Fire, Law Enforcement, and provide pre-arrival instructions. Determines situations, elicits required information and relays information to dispatchers, staff and other agencies as needed.

ORGANIZATIONAL RELATIONSHIPS

1. *Reports to:*, ECD Lieutenant, ECD Captain
 2. *Other:* Has frequent contact with other emergency agencies, other department employees, county officials, and the general public.
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ESSENTIAL FUNCTIONS:

1. Use various computer systems for data entry and information retrieval; must be able to type a minimum of 35 words per minute;
 2. Receive emergency and non-emergency calls, including 9-1-1 system calls from the public, EMS, fire and law enforcement agencies via telephone and automated communications/dispatch systems;
 3. Determines relative priorities of all calls and routes them to the appropriate law enforcement, fire and/or emergency medical dispatcher using voice and computer-based systems
 4. Provide medical directions and assistance, fire instructions &/or law enforcement instructions over the phone.
 5. Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties; for response;
 6. Interface with department and partner agencies to request support or services for field units, e.g., towing companies, Animal Control, etc.;
 7. Transmit and receive messages via telephone, computer, fax, or other communication equipment;
 8. Participates in continuous training, education, and skills review to maintain State of Maryland & National Academy certification in EMD;
 9. Report to work as scheduled and on time;
 10. Performs all other duties as assigned
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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Basic knowledge of the processes and procedures of emergency telephone communications;
2. Ability to effectively communicate in emergency situations both orally and in writing;
3. Skilled in map reading;
5. Ability to calm others and remain calm under stressful situations;
6. Knowledge of basic computer operations to include Microsoft Office Software;
7. Basic knowledge of the geography of Cecil County and its subdivisions;
9. Must pass background investigation.

EDUCATION AND EXPERIENCE:

1. High School Diploma or G.E.D
2. 1-3 years additional professional experience in the field of emergency services preferred
3. Some college preferred
4. Driver's License

PHYSICAL AND ENVIRONMENTAL CONDITIONS: Works at a very rapid pace over which they have little control due to workload and the nature of incidents. Unable to leave their work stations for any time during a shift other than meal or brief breaks as the workload allows. Must be able to concentrate on their jobs for extended periods of time while others are taking calls, people are walking around them and conversations are taking place in close proximity to them.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.