

Emergency Dispatcher

PART-TIME EMERGENCY DISPATCHER

GENERAL DESCRIPTION OF DUTIES

This is telecommunications work answering and prioritizing 911 and non-emergency phone lines, and dispatching them to appropriate public safety agencies. Work involves dispensing pre-arrival medical instructions to callers in need and dispatching calls to over 120 fire, police and emergency medical services departments. Incumbent runs computer checks for police dispatched to specific calls and provides assistance to public agencies with mobile communications. Work is performed under the general direction of a Telecommunications Supervisor. Performs related work as directed.

ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Receives, processes, and prioritizes, public service requests via telephone or facsimile, for police, fire, EMS, Road Department, Public Utilities, magistrates, and HAZMAT.

Conducts computer inquiries utilizing National Crime Information Center (NCIC) and motor vehicle registration databases.

Coordinates interaction with the public and public safety organizations; assists with mobile communications; dispatches county alerts pertaining to stolen vehicles, armed robberies, jail breaks, or missing persons.

Contacts or pages public safety personnel or other needed governmental official.

Receives and disseminates severe weather and disaster information, including plane crashes, flooding, and tornados.

Receives and processes general calls from the public regarding power outages and directions.

Compiles and files needed records generated during each shift.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by college level course work or vocational training in emergency services; supplemented by up to one (1) year previous experience and/or training involving emergency services; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

APCO Training Certification (40 hours)

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PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may require ability to utilize principles of fractions and/or interpret graphs.

Functional Reasoning: Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

Beaver County, Pennsylvania is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Beaver County, Pennsylvania will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.