

CITY OF CHARDON - JOB DESCRIPTION

POLICE - FIRE - EMERGENCY MEDICAL DISPATCHER

GENERAL DESCRIPTION OF WORK

Under the supervision of a police department supervisor, dispatchers provide the initial contact and communications link between the public and police, fire, and emergency medical response units in the field. They manage requests for public safety responses on a priority basis, making independent decisions, conveying information and providing referrals. Dispatchers shall prioritize, initiate, and coordinate the specific response of police/fire/rescue units in the field and must manage the flow of incident related information to and from those units in the field. In addition, they must monitor status of field units and assign additional resources as requested or required. This position requires multi-task responsibilities, often at the same time, or in priority order. Dispatchers are assigned to work a 28-day rotating shift schedule.

Dispatchers are required to obtain accurate information from callers, units in the field, and other entities requesting assistance by public safety officers in response to an incident, traffic crash, an illness or injured person, hazardous condition or for most any other reason. They receive this information either by telephone, radio, fax or in person at the police department window.

Dispatchers must establish communication with callers in a firm and professional manner, with patience to obtain accurate and complete information, regarding the incident or event at hand.

Dispatchers must control the conversation, utilizing proper questioning techniques and managing situations including excited or hysterical callers, foreign languages, suicidal callers and other calls or situations that require sensitive or special handling. In medical emergencies they must provide critical pre-arrival instructions to callers on 9-1-1 phones.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Dispatchers must have a thorough working knowledge of electronic devices to complete their tasks, including but not limited to the following: emergency 9-1-1 telephones, non-emergency telephones, computer work stations, emergency and non-emergency radio equipment, TDD/TTY devices, fire and burglary alarm stations, fax machine, instant call recorders, security cameras, restricted access doorways and other mechanical or electronic medium.

Dispatchers must have the ability to apply basic language and writing skills, interpret, or condense information. They shall be proficient in keyboarding, or typing skills, along with various other computer skills. Dispatchers prepare data for dispatch or referral by evaluating, categorizing, formatting, and documenting the incident or service request information. They generate records of public safety services requests in ensure these records are correct, complete, and concise.

EXAMPLES OF WORK

Dispatchers must demonstrate satisfactory abilities to categorize and prioritize calls for service and identify reports of potential threats, risks, and hazards.

Dispatchers must be able to assess incomplete, conflicting or inconclusive information or data, given special or unusual circumstance, a working knowledge of the department's policies and procedures, so that an allocation of resources is determined.

Dispatchers must initiate the timely addition, deletion and correction of data, given departmental policies and procedures, so that these documents, files, databases, and resource lists are accurately maintained.

Dispatchers must relay information and data, as required, for the incident or service request to the public, or other agency that results in a resolution, referral or other response. They must also relay information to other entities, to ensure accurate information regarding the request for service is provided.

Dispatchers must respond to requests for information, given an inquiry from the public or media, in order that departmental policies and procedures are followed.

Dispatchers shall monitor public safety radio and computer systems to determine the location and status of units in the field, the given resources available to the departments, in order to assess the current availability, status, and safety of all known resources.

Dispatchers shall monitor various alarm systems and closed circuit video systems within the communications center for fire and/or intrusion alarms from any commercial business and/or industry connected to the communication center's alarm board.

Dispatchers shall contact the public safety director, police chief, fire chief and other officials to activate the community emergency action plans, providing data indicating the likelihood or onset of hazardous situations or conditions beyond the normal scope of daily operations to ensure the plans are implemented in accordance with prescribed policies and procedures.

Dispatchers shall activate communication center emergency action plans, as prescribed in the department's emergency operating policies and procedures to ensure the integrity and safety of the communications center equipment, as well as the safety and security of all persons in the municipal center and the public.

Dispatchers shall demonstrate the ability to work efficiently and effectively with all department employees, Village and County officials, and the public. They must conduct themselves in a firm, courteous, impartial manner, and maintain a professional image that reflects positively, both on the department and the Village of Chardon.

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SPECIAL REQUIREMENTS AND CERTIFICATIONS

Dispatchers must have the physical ability to sit for extended periods of time to operate most all essential radio and computer equipment. They must have the ability to differentiate between various audio and visual stimuli. They must also have excellent manual dexterity.

All dispatchers are required to obtain and maintain certification by the Ohio State Highway Patrol to operate the state-wide Ohio LEADS (Law Enforcement Assistance Data System), the Ohio Bureau of Criminal Identification & Investigation's CCH (Criminal Case History) and the FBI's NCIC (National Crime Information Center). All dispatchers are required to obtain and maintain certification by the National Academy of Emergency Medical Dispatch of the U.S.A.