

**CHAFFEE COUNTY SHERIFF'S OFFICE – COMMUNICATIONS
EMERGENCY COMMUNICATIONS SPECIALIST**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the non-exempt job.

DEFINITION (Job Summary)

Receive and relay calls for emergency and non-emergency public safety assistance via both radio and phone calls and dispatch public safety law and emergency medical/fire for an emergency communications center (ECC); duties may include activities such as: call taking and referral; providing information and assistance to non-emergency callers including referral to outside agencies; entering call records, maintaining call logs, and compiling call-related statistics; operating computer-aided dispatch systems for both public safety law and emergency medical/fire dispatch; and serving on an incident dispatch team. This is a safety-sensitive position that handles confidential information.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned Emergency Communications Supervisor(s).

PRIMARY DUTIES--*The following are examples of primary duties assigned to positions in this classification. Other related duties and responsibilities may be assigned.*

1. Receive and prioritize emergency and non-emergency calls and digital requests for help from the public requesting police, fire, ambulance and other emergency services; gather, analyze, and report critical information during life-or-death situations such as crimes in progress, medical emergencies, and fire/rescue incidents, and dispatch units according to policy.
2. Administer care by providing pre-arrival medical instruction or directing callers through procedures such as CPR, childbirth, or controlling of blood loss while emergency medical services are en route.
3. Operate a variety of public safety communications equipment including a multi-channel radio, 911 emergency telephone equipment, text-to-911 equipment, advanced location systems, computer-aided dispatch systems, instant recall recorders and paging and intercom systems.
4. Read/interpret maps for the public, field personnel, and other agencies in order to assist in locating certain geographical areas; interpret telephone call locations from maps by applying knowledge of local geography in order to provide appropriate and timely assistance.
5. Provide assistance, information and directions to non-emergency callers; refer and/or transfer calls to outside agencies as appropriate
6. Coordinate and relay information and assistance requests involving other law enforcement and fire-fighting agencies; coordinate and assign resources as necessary in emergency and non-emergency situations; maintain contact with all units monitoring status and location of police, fire and emergency medical service units.
7. Effectively communicate, orally and in writing, with members of the public as well as internal team members. Teamwork is a vital component of success in this job.
8. Take protective actions for first responders by providing life-safety information during responses such as officer down and MAYDAY calls.
9. Provide assistance, information and directions to emergency and non-emergency callers; refer and/or transfer calls to outside agencies as appropriate.
10. Retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information; relay information to officers in the field.
11. Enter automated records of activity into the computer; maintain a variety of logs relating to public safety dispatch activities; compile statistics on calls received.

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12. Review policy and procedures with trainees; work directly with trainee on shift to ensure proper techniques, call routing, and appropriate level of response; may provide input to supervisors on trainee progress as requested.
13. Dispatching techniques with use of radio system for communicating and receiving information
14. Participate as a member of Incident Dispatch Team as assigned, deploying to the scene of planned events, major emergencies, or ongoing incidents; attend assigned trainings and meetings.
15. Techniques of questioning for both emergency and non-emergency calls.
16. Effectively communicate and elicit information from upset and irate callers.
17. Under unusual circumstances, the Emergency Communications Specialist may perform duties at or near the scene of any emergency
18. The employee deals with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction.
19. Interpret and apply Federal, State and local policies, laws and regulations
20. Perform other duties of a similar nature or level.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a public safety telecommunications and dispatch center.

Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.

Customer service principles and problem resolution techniques.

Principles and practices of record keeping and documentation.

Geographic features and locations within the area served.

English usage, spelling, grammar and punctuation.

Modern office technology and equipment, including computers and related software applications.

Applicable tools and equipment operations.

Applicable Federal, State and local codes, laws and regulations.

Ability to:

Accurately type 30 words per minute

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Establish priority of emergency situations.

Perform multiple tasks simultaneously.

Maintain composure, alertness and concentration while working under mental and physical stress for extended periods of time.

Work in an environment that requires rapid multi-processing.

Adapt instantaneously to changes in call events.

Work a rotating schedule including nights, weekends, and holidays to ensure 24/7 coverage.

Remain subject to callback and holdover to maintain minimum staffing 24/7.

Operate a variety of telecommunications receiving and transmitting equipment.

Read and interpret maps and other navigational resources.

Establish and maintain accurate records, logs, and files.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Understand and follow oral and written instructions.

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Operate and use modern office equipment including computer and various software applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions.
Must pass a hearing test, drug test and range of motion physical.

Experience and Training Guidelines

Minimum Requirements:

Experience:

While not required, some public safety telecommunications or dispatch experience is desirable.

Training:

High School Diploma or G.E.D, supplemented by specialized training in communications is preferred

Other combinations of experience and education that meet the minimum requirements may be substituted.

License or Certificate:

Possession of, or ability to obtain, EMD of Colorado certification.

Possession of, or ability to obtain, CPR certification

Possession of, or ability to obtain NIMS certifications

Ability to obtain, Colorado Crime Information Center Computer Operator certification within 6 months of hiring.

WORKING CONDITIONS

Environmental Conditions:

The job is performed in the following working environment:

Work is performed in an emergency communications center. The work level can fluctuate from minimal to fast-paced and high volume..

The Emergency Communications Specialist may be asked to work scheduled shifts at any time of the day and on weekends and holidays. Must be able to cope in a safe manner with stressful situations, emotional callers, irate responders and unprofessional contacts..

Physical Conditions:

The job is characterized by:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves staying at a console position most of the time, either sitting or standing. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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The following physical activities are very or extremely important in accomplishing the job's purpose and/or performed on a daily basis:

While performing the duties of this job, the employee is required to sit or stand for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist and use repetitive motions in the conduct of work. The employee is also required to perform light lifting. The employee is required to stay calm during stressful situations.