

Rice County  
Job Description

Job Title: Emergency Services Dispatcher I  
Department: 9-1-1 Emergency Communications  
FLSA Status: Non-Exempt  
Approved Date:

**SUMMARY:**

Emergency Service Dispatcher's are specialists which perform communication duties for Emergency Medical Services, Emergency Management, Fire Departments and Law Enforcement Agencies of Rice County and the cities located within. They answer citizen's call for service, which are both emergency and non-emergency in nature and dispatch the various branches of emergency services and equipment to handle any type of emergency or non-emergency situation. Emergency Service Dispatchers must know and accurately follow appropriate procedures.

9-1-1 Emergency Communication center personnel provide the vital first-link between citizens and the appropriate resources. The Emergency Services Dispatcher must continually maintain the physical and mental ability to receive, process, and respond to urgent situation. Emergency Dispatchers should demonstrate a number of traits which include concern, courtesy, patience, exceptional listening, and verbal communication skills. Emergency Services Dispatchers must condition themselves to confront any crisis.

**SUPERVISORY RESPONSIBILITIES:**

Emergency Services Dispatchers must be self managing during the absence of direct supervision.

**ESSENTIAL FUNCTIONS:**

- Answer 9-1-1 and non-emergency phone lines for emergency and non-emergency requests for assistance
- Utilize TDD/TTY equipment when communicating with the hearing or speech impaired
- Prioritizing calls and dispatching the appropriate law enforcement, fire, EMS or other agencies utilizing a multi-channel radio and paging system
- Relaying pertinent information in a factual and concise manner to units in the field
- Utilizing Computer Aided Dispatch (CAD) and other computers/software to document all responses, relay instructions or inquires from remote units
- Provide instructions per protocol when handling Law Enforcement (EPD), Emergency Medical (EMD), and Fire (EFD) calls for assistance
- Properly operate the Automated Statewide Telecommunications and Records Access (ASTRA) to send, relay, and receive inter and intra-state information

## **ESSENTIAL FUNCTIONS cont:**

- Learns the National Crime Information Center (NCIC) and National Law Enforcement Telecommunications System (NLETS) to duplicate data, information, records, and create reports through making entry into NCIC
- Utilizing Geographical Information Systems (GIS) to locate callers during emergency situations and direct emergency services to those locations
- Access weather radars and disseminate severe weather information as required to emergency services
- Maintain positive public relations with print, radio, and television media outlets.
- Issue Control Burn Permits
- Act on the behalf of the Red Cross, Salvation Army, Rice County Ministerial Alliance issuing vouchers of assistance for transits and others requesting aid
- Maintain and perform equipment checks of the communications center reporting defects or malfunctions
- Operate video surveillance equipment
- Perform strip searches and other duties in support of Rice County Detention Center operations

## **MARGINAL FUNCTIONS:**

- Performs other duties as deemed necessary or assigned

## **KNOWLEDGE, SKILLS, and ABILITY:**

- ✓ Ability to relate to the general public, coworkers, and other staff with tact and diplomacy maintain calm professional demeanor under stressful situations caused by emergencies and peak workloads.
- ✓ Ability to perform multiple tasks simultaneously
- ✓ Ability and knowledge to operate four 9-1-1 emergency phone lines and 8 non-emergency phones lines processing traditional, wireless, and VoIP next generation 9-1-1 calls processing such information or transferring callers to the correct jurisdiction
- ✓ Ability to communicate with the hearing or speech impaired through knowledge of the ASL glossary and abbreviates when utilizing TDD/TTY equipment
- ✓ Ability and knowledge to operate and communicate on a 22 channel radio and paging system relaying emergency and non-emergency communications

## **KNOWLEDGE, SKILLS, and ABILITY cont:**

- ✓ Knowledge of communication procedures for seven Law Enforcement agencies, 8 fire departments, a county wide EMS system, and Emergency Management office
- ✓ Knowledge of office polices and procedures
- ✓ Knowledge of KDHE regulations governing open burning and issuing burn permits
- ✓ Knowledge of Emergency Medical Dispatching (EMD), Emergency Fire Dispatching (EFD), and Emergency Police Dispatching (EPD) protocols and procedures providing the ability to communicate in emergency and stressful situations providing clear, concise instructions. Have excellent listening skills with the ability to reassure and calm down callers to obtain valuable information.
- ✓ Knowledge and function of four computer networks utilizing various Microsoft operating systems. Ability to use the following programs Microsoft Office suite including word, excel, power point, and IMB Lotus Notes
- ✓ Ability to create dispatch databases with Microsoft Access
- ✓ Ability and knowledge to interpret Geographical Information Systems (GIS) in locating emergencies through the process of plotting and locating latitude and longitude (X,Y) coordinates. Must also develop and maintain GIS database collection for the deployment of emergency resources.
- ✓ Ability and knowledge to access weather radar information, interpret, and disseminate severe weather information to field units
- ✓ Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- ✓ Ability to write routine reports and correspondence
- ✓ Ability to speak effectively
- ✓ Ability to type accurately with moderate to advanced speed (40 wpm)
- ✓ Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent to draw and interpret graphs
- ✓ Ability to apply common sense to carry out instructions furnished in written, oral, or diagram form to deal with problems involving several concrete variable in standardized situations

## **POSITION REQUIREMENTS:**

Please note that this position requires shift work to cover a 24-hour schedule including weekends and holidays.

Education - High School diploma or GED required. Supplemental courses in computer entry preferred.

Experience – Considerable knowledge of communication practices and procedures utilized by law enforcement, fire, and EMS is helpful but not required. Employee is expected to have acquired the necessary information, and skills to perform the job accurately within six months of hire

Job candidates must be free of any felony or serious misdemeanor convictions with a comprehensive background investigation. Candidates pass a physical and drug urinalysis examination.

## **CERTIFICATIONS REQUIRED:**

NAED Emergency Telecommunicator (40) hour course within six months

ASTRA Certification (8) hour course within six months

NLETS Certification (8) hour course within six months

NCIC Certification (8) hour course within six months

NIMS IS-700 Certification (1) hour course within six months

CPR Certification within six months

NAED Emergency Medical Dispatcher (EMD) (24) hour course within 18 months

NAED Emergency Fire Dispatcher (EFD) (24) hour course within 18 months

NAED Emergency Police Dispatcher (EPD) (24) hour course within 18 months

Emergency Service Dispatchers must maintain 24 hours of continuing education every two years.

## **PHYSICAL DEMANDS:**

While performing the duties of this job, the employee frequently is required to use hands to fingers, to handle or feel, and the ability to talk and hear. The employee is occasionally required to reach with hands and arms. The employee is required to stand; walk; sit; for extended periods of time; climb; or balance; stoop; kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close viewing of computer monitors and video surveillance equipment.

## **WORK ENVIROMENT:**

The noise level in the work environment is loud and contributes to workload stress affecting the ability to perform multiple tasks simultaneously.