

EMERGENCY SERVICE DISPATCHER III

NATURE OF WORK

This is responsible work supervising and coordinating the activities of the Emergency Communications Center on an assigned shift. This is a civilian position.

Work involves responsibility for the supervision of subordinate Emergency Service Dispatchers and Call Takers engaged in receiving and dispatching emergency service calls through a public safety communication system. Work also involves coordinating the maintenance of component equipment; ensuring adherence to applicable rules and regulations of the Emergency Communications Center and the Federal Communications Commission; coordinating activities related to Emergency Medical Dispatch; and assisting in the training of new employees. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies, and to consult with management with regard to suggested procedural changes and innovative approaches. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of Emergency Communications Center operations, including Emergency Medical Dispatch (EMD). Supervision is exercised over subordinate Emergency Service Dispatchers and Call Takers.

EXAMPLES OF WORK PERFORMED

Supervises subordinate Emergency Service Dispatchers and Call Takers; receives and dispatches emergency service calls on an assigned shift.

Operates radio console, CAD (computer aided dispatch) terminal, EMD (emergency medical dispatch) system and related equipment utilized in dispatching public safety and emergency medical personnel.

Coordinates with management to recommend changes in Emergency Communications Center procedures, equipment and operation.

Coordinates the maintenance of component equipment; and ensures adherence to applicable rules and regulations of the Federal Communications Commission.

Conducts scheduling as required and ensures adequate staffing of the Emergency Communications Center.

Coordinates activities related to Emergency Medical Dispatch and performs Emergency Medical Dispatch Quality Assurance review for all staff.

Assists trainers and conducts training for new employees when needed as outlined under the guidelines of the Emergency Communications Center training program.

Monitors performance development of new dispatchers and call takers.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of communication facilities, equipment and management practices as they pertain to the operation of a centralized public safety communication system.

Considerable knowledge of the principles and practices of radio communications as well as the proper procedures used in emergency service dispatching.

Considerable knowledge of the rules and regulations of the Federal Communication Commission as they pertain to the operation of a centralized public safety communication system.

Considerable knowledge of the types, personnel requirements and uses of firefighting apparatus and police units.

Considerable knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska, Lancaster County and the Communications Center's 911 service area.

Ability to plan, assign and supervise the work of subordinate Emergency Service Dispatchers.

Ability to objectively review and critique the work of subordinate dispatchers for the purpose of compliance with agency protocols.

Ability to write standard operating procedures in a clear and concise manner as well as review compliance of said procedures and related documentation.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Skill in the operation of a computer terminal.

Skill in the processing of calls on the EMD (emergency medical dispatch) system.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with thorough experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including experience in a supervisory capacity.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with considerable experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Current Emergency Medical Dispatch certification through the National Academy of EMD if required by the position to which assigned.

Current CPR certification.

Approved by: _____
Department Head

Personnel Director

8/98

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