



Mercer County Emergency Communications CLASS SPECIFICATION



Position Title: Public Safety Dispatcher	Steps
Classification: Professional	

Definition

Reports to the Supervising Public Safety Dispatcher under the policy direction of the Director of Communications. The Public Safety Dispatcher provides effective, efficient and courteous emergency communications with the public and public safety agencies of Mercer County and performs related work as required.

Distinguishing Characteristics

The public Safety Dispatcher receives general direction from the Supervising Public Safety Dispatcher. The Public Safety Dispatcher is responsible for receiving 9-1-1 emergency and non-emergency calls for service and dispatching to the Law Enforcement, Fire Department, EMS, Maintenance, and Animal Control agencies of Mercer County.

Important and Essential Duties

- Answers all telephone calls promptly and courteously.
- Makes rapid and accurate determination of the nature of each call and the degree, severity, and location of any emergency.
- Refers non-emergency callers to the appropriate agency or other resource.
- Questions emergency callers to elicit complete and accurate information necessary for emergency response and creates appropriate incident card or CAD event.
- Selects emergency response units in exact accordance with established user agency policies and procedures.
- Properly alerts a response unit(s) in exact accordance with user agency policies and procedures.
- Maintains current status on all field units.

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- Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
- Maintains radio contact with field units and enforces proper channel control, discipline, and courtesy.
- Maintains records and logs reflecting the outcome and details of emergency incidents.
- Participates in periodic training and evaluation activities to establish and maintain a high level of proficiency.
- Assists in providing in-service training to, and evaluation of, Public Safety Dispatch trainees.
- Completes special projects to enhance the overall environment as assigned by a Supervising Public Safety Dispatcher.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Computer based telephone and radio equipment operation; emergency communication techniques; County and City operational procedures and policies.

Ability to: Operate communication and computer-aided dispatch (CAD) equipment; communicate clearly and concisely with persons under extreme emotional stress.

Required - High School Diploma, GED or equivalent post education

- Pass a written skills test
- Ability to type 25 wpm
- Demonstrate a working proficiency in Windows based programs (Word and Access) by generating and publishing a document in each program.

Required Licenses or Certificates:

- Successfully complete APCO Telecommunicator and APCO (EMD) Emergency Medical Dispatcher Course.
- Qualify Cardiopulmonary Resuscitation (CPR).
- Successfully complete West Virginia Automated Police Network (WEAPON) certification course within the first year of employment.
- Possess a valid West Virginia Operator's License thirty days from date of hire.
- Successful completion of New Hire Training Program.

Working Conditions: Work in a communications environment, wearing a headset and speaking to the public in a sometimes-stressful situation; sustained posture in a seated position for prolonged period of time. Availability to work evenings, night, weekend, holidays and call back when deemed necessary.