

JOB QUALIFICATION REQUIREMENTS:

Mandatory Requirements

Ability to take calls for emergency service, disseminate information and dispatch appropriate emergency service responder in accordance with agency policies and procedures.

Some knowledge of emergency service organizations and functions; care and use of electronic communications equipment; record keeping; and filing systems.

Graduation from high school or the equivalent General Education diploma and one year general clerical experience.

Ability to multi-task; to receive information and to distribute that information to the appropriate emergency service responder at the same time; to monitor radio traffic from multiple field units and respond accordingly and to answer other non-emergency calls. Ability to type 35 words per minute.

Ability to work independently; without immediate supervision.

Ability to work with highly sensitive information and maintain confidentiality.

Advanced knowledge of English grammar and spelling; use of standard office equipment.

Desirable Requirements

Previous experience in an emergency communications environment.

Special Requirements/Licenses

Satisfactorily complete two week DPSST basic telecommunicator course and receive certification within one (1) year of appointment.

Obtain LEADS certification, CPR/First Aid Card, and Emergency Medical Dispatch training within six months of appointment or as soon as reasonably able to do so.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit for long periods, communicate, reach, and manipulate objects, tools or controls. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, dispatch equipment, etc. The stress level of this position may be extremely high when dealing with emergency calls for service from the public and field units. Individual must be able to deal with extremely stressful situations and still perform the duties of this position.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work environment is not typical of most office environments due to communications equipment. Shifts are often required to work alone.

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