

EMERGENCY COMMUNICATIONS SENIOR DISPATCHER

FLSA Status: Covered

Union Representation: Bureau of Emergency Communications (BOEC) AFSCME Council 75 Local 189

Class Summary:

This is full performance dispatching work in the field of Emergency Communications. Incumbents operate telephones, radios, and computer equipment to record requests for emergency service, and to dispatch police, fire and emergency medical field units in response to requests for emergency service; monitor the status of field units; and receive, investigate, and respond to requests from units in the field. Duties include being the first contact point with the public and the responsibility for receiving telephone requests for police and emergency medical service, determining the nature and location of service required, and taking action necessary to ensure that service is provided. As an essential function of the job, incumbents are expected to maintain their skills and effectively perform all of the duties for which they are certified on a rotational basis. Work is often performed under stressful demands for speed and accuracy. Employees are required to perform the work with considerable independence. The ability to work any shift, on any day, and to work overtime is an essential function of the job. Experienced employees may assist in training new operators or function as Lead Workers. Work is reviewed for the quality of service provided to the public and partner agencies.

Examples of Work:

Positions assigned to this classification perform the work listed below in addition to performing work described in the lower level Emergency Communication Call Taker, Emergency Communication Fire Dispatcher, and Emergency Communication Police Dispatcher classifications.

For police calls, reads and interprets information on dispatch console screen to determine the reliability of the dispatch priority assigned to incidents, the accuracy of district assignment, and the order in which calls should be dispatched.

For fire and emergency medical calls, reads and interprets information on dispatch console screen to determine the reliability of dispatch typecode assigned to incident, the accuracy of the location, and verify the accuracy of the CAD-recommended unit assignment to the call.

Speaks over radio or phone to dispatch field units to scene of requested police, fire or emergency medical service; to check on status of field units; to relay unit-to-unit transmissions; and to receive requests for auxiliary emergency services such as ambulances, tow trucks, and fire fighting equipment.

Not all the work performed is specifically described.

Knowledge, Skills and Abilities: (At time of appointment)

Positions assigned to this classification must meet the following qualifications in addition to the Knowledge, Skills and Abilities listed for the lower level Emergency Communication Call Taker, Emergency Communication Fire Dispatcher, and Emergency Communication Police Dispatcher classifications

Some knowledge of police patrol tactics and techniques.

Some knowledge of fire operations tactics and techniques.

Skill in dispatching police, fire and emergency medical services units.

Ability to take information from multiple sources regarding an ongoing situation and produce an accurate narrative with key elements and facts.

Ability to maintain DPSST certification as a Telecommunicator and Emergency Medical Dispatcher.

Ability to maintain LEADS certification.

Ability to work on any shift, any day of the year including holidays, and to work mandatory overtime as necessitated by events of the day or for anticipated heavy service load events/shifts.

Licenses; Certificates; Special Requirements:

DPSST certification as a Telecommunicator and Emergency Medical Dispatcher.

LEADS certification

Class History

Adopted 02-20-79

Revised: 03- 05,

Revised: 05-02-07 (Titled changed from ECO II. Updated to reflect changes/additions to job series)

June 2009 - Change Job Class number from 0318 to 30000034, due to system change.

June 2012 – Updated class title and corrected required certification title.