

EMERGENCY SERVICES DISPATCHER (QA/QI)

DISTINGUISHING FEATURES OF THE CLASS: Work involves monitoring, dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.), as well as maintaining communications with road patrol officers to dispatch back-up assistance when requested. The Emergency Services Dispatcher (QA/QI) performs these duties, plus additional responsibilities related to ongoing Quality Assurance/Quality Improvement activities. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously in a fast-paced high-stress work environment, and must exercise sound independent judgment in prioritizing calls and dispatching appropriate services to emergency situations as quickly as possible. Ability to remain calm and courteous when dealing with upset, potentially angry and abusive, callers is essential, as is maintenance of accurate records of all calls placed and received, in accordance with established procedures. Mandatory work assignments include both day and night shifts. Work is performed under general supervision of higher level Bureau of Emergency Services staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and dispatches appropriate emergency personnel;

Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;

Exercises sound independent judgment in dispatching services and coordinating the participation of various emergency personnel/equipment to the scene;

Maintains a continuous log of all telephone and radio calls sent out or received, records all fire and emergency equipment that is in service in the county, and logs equipment that is out of service;

Operates telephone communications equipment and inputs data into computer aided dispatch systems utilizing a computer terminal keyboard;

Utilizes computerized databases to access and record data and information;

Acts as a secondary radio dispatcher for other agencies such as child protection services, medical examinations, investigators; etc.;

Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;

Receives and relays intra-county mutual aid calls;

Receives and records in log, location of fire alarms and emergency calls;

Gives instructions to callers and provides emergency medical instructions to callers using standard accepted medical guidelines;

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Reviews and provides grading/evaluation for calls for service received by the dispatch center, in accordance with established procedures; Provides monthly reports outlining all calls reviewed, with recommendations for improvement and cumulative dispatcher ratings; Provides positive feedback to dispatchers to encourage continual improvement; Coordinates Emergency Medical Dispatch (EMD) compliance and quality assurance program; Conducts regular EMD case reviews and runs weekly, monthly and annual reports on EMD activities; Provides timely EMD case review data evaluation and feedback to dispatch staff; Arranges for in-house EMD certification for dispatchers; Participates in development of EMD directives, procedures and goals, as well as evaluation of program performance; Prepares reports on program performance, needs, services, information and demographic data; Performs other clerical duties such as filing, typing, and database work, as needed; Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the operation of computer, radio and telephone equipment and emergency services terminology; good knowledge of geography of the County; good knowledge of all emergency services mutual aid plans in force in Putnam County; ability to manage telephone communications with distraught, confused callers through calm, carefully directed interrogation to obtain all pertinent information regarding the request for service; ability to transmit messages orally with good diction and a clear speaking voice; ability to quickly and accurately enter orally transmitted data utilizing a computer keyboard; ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, emergency medical, law enforcement or disaster preparedness services; ability to follow oral and written instructions which pertain to job assignment and methods of performance; ability to use various office machines and equipment; ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records; ability to write legibly, prepare reports and maintain records.

MINIMUM QUALIFICATIONS:

Three (3) years of experience as an Emergency Services Dispatcher, including at least one (1) year of permanent competitive class status as an Emergency Services Dispatcher in the Putnam County Bureau of Emergency Services.