



POSITION: Dispatcher 1/ Call Taker
JOB CODE: 1215 **GRADE:** 111D
DEPARTMENT: Emergency Services **DIVISION:** Communications
REPORTS TO POSITION: Supervisor, Communications
STATUS: Full-Time **FLSA:** Non-Exempt

Position Summary

An employee in this class will be trained as a call-taker or dispatcher in one (1) discipline. Work is reviewed by evaluating taped calls, as well as reports from citizens, and public safety personnel during periodic evaluations. Position performs a range of public safety communication a 24-hour public environment processing and prioritizing EMS, fire, and law enforcement calls. The work of this class involves no supervisory duties or responsibilities.

Position Responsibilities

1. Answers calls for service on non-emergency and emergency 9-1-1 phone lines as well as a deaf TTY, direct lines into the Communications Center, and pre-recorded phone alarms. Elicits information rapidly, records and enters data into computer-aided dispatch system. Frequently screens and transfers calls to surrounding public service agencies.
2. Trains to dispatch accurately and effectively to police, and/or fire, ambulance and rescue apparatus responding to the scene of emergency calls via a two-way radio system.
3. Prioritizes and assigns appropriate units using National Academy of Emergency Dispatch protocols.
4. Impacts lives via telephone by providing pre-arrival instructions.
5. Provides cordial, responsive, and accurate customer service.
6. May be required to activate sirens and pagers to advise fire and ambulance personnel of incident and assist in calling and obtaining personnel and resources necessary to adequately handle the incident.
7. Prepares and maintains Communication Center's files and information which assist in the efficient dispatching of emergency personnel and equipment, including but not limited to maps, road indexes, road maintenance/closure status, bridge closures, hydrant out-of-service status, fire protective system status, apparatus status, mutual aid status, EMS and law enforcement capabilities, phone numbers, hospital status, and area-controlled burnings.
8. Enters and retrieves computer data pertinent to criminal history, motor vehicle, and drivers' license information, utilizing NCIS, MILES, and NLETS. Research information on past and present incidents, in-house warrants, criminal summons, and arrest records via CAD system.
9. Refers the public to the appropriate agency or custodian of records regarding their inquiries. Provides directions when needed, conducts inquiries, and makes phone calls for police, fire and EMS personnel as needed.
10. Deviates from normal written and established procedures during periods of unusually heavy incoming phone or radio traffic, when necessary and advised to do so by a supervisor. May be required to prepare written reports and documents.
11. Maintains appropriate security and confidential information created or encountered in the performance of assigned duties.
12. Monitors safety of field units.

13. Participates in continuous training, education, and skills review to maintain State of Maryland EMD and National Academy EMD, EPD, and EFD certification.

Minimum Qualification Requirements

Education

High School Diploma or G.E.D. Associates degree in Emergency Services or related field preferred.

Experience

None.

Certificate(s) and/or License(s)

1. Must be at least 18 years of age.
2. Successful completion of training and Dispatcher (Probationary) requirements, which must include at least three (3) months of call taking or dispatching experience.
3. Successful completion, within 90 -180 days of employment, the following:
 - a. Maryland Information Law Enforcement System/National Criminal Information Center Logon Certification (CN-1) if a Police Dispatcher.
 - b. National Academies of Emergency Dispatch
 - i. National and Maryland Emergency Medical Dispatcher
 - ii. National Emergency Fire Dispatcher
 - iii. National Emergency Police Dispatcher
 - iv. Emergency Telecommunicator
 - c. Cardiopulmonary Resuscitation certification
 - d. Health Insurance Portability and Accountability Act
4. Successful completion of the National Incident Management (NIMS) training within one (1) year of employment.
5. Possession of a valid Class "C" non-commercial driver's license with no more than three (3) points.
6. Must be able to type 35wpm prior to release from initial probationary period.
7. Must maintain a minimum of 90% on all Quality Assurance scores for protocol compliance.

Knowledge, Skills & Abilities

1. Knowledge of emergency telephone communication processes and procedures.
2. Knowledge of basic computer operations, including but not limited to Microsoft Office.
3. Ability to effectively communicate in emergency situations both orally and writing; to read, write and speak English in a clear, effective manner.
4. Ability to answer calls and questions with a clear, well-modulated and pleasant voice in a calm and efficient manner.
5. Ability to comprehend and retain information and accomplish tasks while under stress or duress.
6. Ability to work rotating shifts, holidays, and weekends; ability to rotate shifts and work teams, as needed. Cecil County, Maryland Dispatcher 1/Call Taker 2
7. Knowledge of Cecil County and surrounding area geography, including locations of fire companies, police departments and hospitals.
8. Knowledge of the capabilities of various types of emergency equipment.
9. Ability to effectively read a map.
10. Ability to successfully complete all necessary training required to be eligible for promotion to a Dispatcher II within 18-months of release from probationary status, or as soon thereafter as staffing permits.

Miscellaneous Position Information

Working Conditions & Physical Requirements

Work is at a very rapid pace with little control of workload and nature of incidents. Unable to leave workstation during a shift other than meal or brief breaks, as the workload permits. Must be able to concentrate on their jobs for extended periods of time, all while others are taking calls, conversations within close proximity occurring, and people walking around work area.

This role is primarily sedentary in nature but may involve occasional strenuous effort, such as handling moderately heavy boxes, tools, equipment, or other materials; walking or climbing over uneven surfaces; and sitting/standing in fixed position for extended periods of time. Must be able to lift 50 pounds unassisted on a regular basis. General conditions involve working at a computer, using telephonic equipment, and interfacing regularly with internal and/or external stakeholders.

Work is performed seven (7) days a week, 24 hours a day. Must have the ability to work mandatory, extended shifts (up to six additional hours) with little notice.

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

Conditions of Employment

1. Prior to appointment, employees are subject to pre-employment medical history review and drug testing, extensive background investigation (which may require CJIS and NCIC clearance), including but not limited to reference checking, and driving history, and an evaluation of training or experience.
2. Employees in this classification are subject to random drug testing and sustainable fit-for-duty testing as deemed necessary.
3. Employees in this classification are essential as defined by the County's Personnel Policies and Procedures Manual and are required to report to work during inclement weather or other designated emergencies.

Benefits (*Not all positions may be eligible for these programs.)

Cecil County Government offers a full complement of benefits including medical, dental, life, disability, and AD&D insurance programs as well as generous time off benefits. We understand that finding the right balance between home and career is a challenge and offer the following programs: employee assistance program, flexible work arrangements/compressed schedule and telework/remote office opportunities.

This position description is representative of the general and most important components of this role and does not characterize every aspect of the job; other duties and responsibilities may be assigned as warranted and deemed appropriate. This document does not constitute a contract of employment, nor a guarantee of continued employment. Cecil County Government is an equal opportunity employer.

By signing below the employee indicates this job description was reviewed, acknowledged, and accepted. Questions regarding the job description should be directed to Human Resources.

Employee Printed Name Date

Employee Signature