

**POSITION:** Dispatcher 1/Call Taker  
**CODE:** 1215  
**FLSA:** Non-Exempt



**DEPARTMENT:** Emergency Services  
**GRADE:** 110D  
**DATE:** 1/2017; rev 7/2019

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**POSITION SUMMARY:**

Employee in this class has been trained as a call-taker and back-up dispatcher in one (1) discipline. Upon promotion, the employee will serve a three (3) month trial period as primary dispatcher in one (1) discipline. Upon satisfactory completion of training requirements, employee will be eligible for promotion to Dispatcher 2. 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. Position reports to the Supervisor (Communications) for work assignments, direction and supervision; also works closely with the training coordinator and work team trainers. Work of this class involves no supervisory duties or responsibilities.

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**ESSENTIAL DUTIES:**

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. Activates sirens and pagers to advise fire and ambulance personnel of incident, and assists 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. Researches information on past and present incidents, in-house warrants, criminal summons, and arrest records via CAD system.
  9. Provides information for public inquiries. Answers questions regarding state and county laws and ordinances, 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 required. 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 and National Academy EMD certification.
  14. Performs other duties as instructed and assigned.
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**KNOWLEDGE, SKILLS AND 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.

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.
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**EDUCATION AND EXPERIENCE:**

Education: High school diploma or GED; Associate's degree in emergency services or related field preferred.

Experience: Successful completion of Dispatcher (Probationary) training period.

Equivalency: None.

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**CERTIFICATES, LICENSES AND REGISTRATIONS:**

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 back-up 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).
    - 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. Valid Class "C" non-commercial driver's license.
  6. Must be able to type 35wpm.
  7. Must maintain a minimum 90% on all Quality Assurance scores for protocol compliance.
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**PROBATIONARY PERIOD:**

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.

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**PHYSICAL and ENVIRONMENTAL CONDITIONS:**

1. Work is at a very rapid pace with little control of workload and nature of incidents. Unable to leave work station during a shift other than meal or brief breaks, as the workload permits.
  2. 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.
  3. Requires sitting/standing in fixed position for extended periods of time.
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**CONDITIONS OF EMPLOYMENT:**

1. Prior to appointment, employees are subject to pre-employment medical history and drug testing.
  2. Extensive background investigation, including but not limited to reference checking, driving history, CJIS and NCIS clearance.
  3. Evaluation of training or experience.
  4. 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.
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**OTHER INFORMATION:**

1. This is a full time, non-exempt position.
2. Work shifts are 12-hour days and performed 24 hours a day, seven (7) days a week, including holidays.
3. Must be available for emergency response or call back, 24 hours per day, 7 days per week.
4. Position is benefit eligible.

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The above job description is not intended, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.