

EMERGENCY COMMUNICATIONS DISPATCHER TRAINEE

FLSA Status: Covered

Union Representation: BOEC AFSCME Council 75

Class Summary:

This is an entry level trainee position in the field of emergency communications. Incumbents are responsible for participating in formal classroom sessions, on-the-job training, simulation training and directed self-study in order to acquire and maintain proficiency in the knowledge and skills needed to perform the tasks of a full performance Emergency Communications Sr. Dispatcher. Employees receive training in taking and processing emergency and non-emergency calls for police, fire and emergency medical responders, in dispatching police officers, fire fighters, paramedic units and other similar emergency medical equipment, and in retrieving and interpreting computerized police records data. The trainee works under close supervision until able to demonstrate proficiency in all required aspects of the position. Work is reviewed for the quality of service provided to the public and emergency responders. Upon successful completion of the training program, trainees will be eligible for certification as an Emergency Communications Sr. Dispatcher. The ability to work any shift, on any day, and to work overtime are essential functions of the position.

Examples of Work:

Receives simulated and on-the-job training in the operational tasks of emergency communications, call taking, police dispatch and fire dispatch, in order to gain practical experience; demonstrates progressive understanding and skill in performance while under training supervision.

Receives and memorizes oral instructions; observes, analyzes, and memorizes practical instruction on acceptable methods of performing required tasks. Responds to verbal and written questions designed to test and evaluate acquired knowledge and skill.

Under close supervision, receives requests for police service by phone; questions caller to gather data concerning the authenticity, nature, and location of the incident and caller's identity; based on established operating procedures, determines if a police problem exists, whether a police unit should be dispatched, and the priority for dispatching a unit.

Under close supervision, receives requests for fire service by phone; questions caller to determine the nature and location of the needed service; and, based on established operating procedures, determines the appropriate response required and the need for pre-arrival instructions.

Under close supervision, receives requests for emergency medical service by phone; questions caller to determine the nature and location of the needed services; based on established operating procedures, determines the appropriate response required and provides appropriate pre-arrival instructions.

Examples of Work (continued):

Under close supervision, receives telephone calls reporting an incident not requiring dispatch of field units; speaks with caller to determine nature of incident and refers the caller appropriately.

Analyzes speech pattern, etc. of caller to ascertain emotional state; takes action necessary to calm caller, provides advice, counsel, assistance, and referral services as required by circumstances.

Under close supervision, reads and interprets information on dispatch console screen to determine the reliability of dispatch priority assigned to incident, the accuracy of district assignment, and the order in which calls should be dispatched.

Under close supervision, 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.

Operates computer terminal to transmit or receive police records information.

Reads, analyzes, and memorizes material contained in operations manuals, texts, general orders, special orders, training bulletins, etc.

Not all the work performed is specifically described.

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

Some knowledge of theories, practices, and techniques of human behavioral sciences.

Skill in speaking, understanding and writing English clearly, concisely and accurately.

Skill in operating computer terminals and a keyboard to transcribe simultaneous oral communications and/or handwritten copy.

Skill in using street maps to locate addresses, streets, block numbers, etc.

Skill in communicating tactfully, compassionately and effectively with a variety of people including those who are experiencing extreme emotional upset, who may have cognitive difficulty, or who may be under the influence of mind-altering substances.

Skill in reading and comprehending complex technical documents written in English, including laws, ordinances, general orders, operating procedures, training manuals, police reports and records.

Skill in comparing and checking numerical and alphabetical sequences for accuracy.

Skill in copying numbers and letters from machine-printed copy (computer or teletype printouts).

Skill in the use of computers using a Windows based operating system.

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

Ability to listen and/or give instructions while quickly and accurately entering information using a keyboard.

Knowledge, Skills and Abilities (continued):

Ability to remember and accurately transcribe spoken information including names, addresses, sequences of letters and numbers, descriptions and directions.

Ability to prioritize tasks, adjust priorities, and remain focused when the number and variety of tasks change or when faced with situations that may be upsetting.

Ability to obtain and maintain DPSST and LEDS certifications.

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.

Ability to accept feedback and incorporate it into the performance of duties.

Ability to remain calm in a crisis.

Licenses; Certificates; Special Requirements:

High school diploma or GED

Must pass a criminal background investigation, psychological assessment, hearing and vision evaluation, and drug test.

Tested ability to type a minimum of 40 wpm net at time of hire.

Adopted 02-20-79

Revised 10-19-82, 10-16-93, 06-28-02, March 2005, March 2011

June 2009 - Change Job Class number from 0316 to 30000032, due to system change.

June 2011 – Change Job Title from Emergency Communication Operator Trainee

Revised 8-3-18 adding requirement to pass typing test at minimum 40 wpm net.