**Job Title:** PST I & II (Call Processor/Dispatcher)

**Department:** Operations **Date:** 05/2018

**Reports To:** Communications Supervisor **Status:**  Non-Exempt

**SUMMARY:** The Dispatcher functions as a Call-taker tele-communicator and is responsible for receiving, recording and effectively managing requests for law enforcement, fire protection and medical assistance in a 911 emergency situation. The Dispatcher will provide pre-arrival instructions as necessary and will coordinate dispatch and communications activities to ensure the most appropriate Law Enforcement/Fire/EMS response.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* The Dispatcher will adhere to the respective job description of the Call-taker when functioning in that capacity.
* Understands and adequately implements the concepts of EMD as a minimum standard of care
* Allocates Police/Fire/EMS resources properly as the need arises by application of appropriate decision making rules and approved protocols.
* Manages radio communications in a prompt, accurate, courteous and professional manner.
* Selects and dispatches appropriate authorities including Fire Rescue, First Responder, EMS, Police, Sheriff and any other ancillary support agencies to emergency/nonemergency requests for assistance.
* Responsible and accountable for completeness and accuracy of paperwork related to his/her position prior to completion of shift.
* Responsible for accurate and complete data entry for the shift.
* Responsible for generating applicable reports and checking for accuracy.
* Assists in locating scene of incidents and selecting the safest, fastest route to such scene using all available locator aids.
* Keeps track of locations, status and condition of each unit at all times.
* Relays instructions from supervisors, messages and emergency information.
* Maintains a current working knowledge of all company policies, procedures, rules, regulations, and memorandums.
* Responsible and accountable for updating management and operations personnel on any changes affecting the company and/or extraordinary situations.
* Follows established parameters/formats in receiving requests for service and dispatching Fire/EMS/Sheriff.
* Responsible for knowledge and use of equipment, including but not limited to the computer, printers, 911 equipment, recording devices, telephones, and other equipment as assigned by superiors.
* Provides input in the development of deployment plans.
* Assists in the development of locator aids.
* Other duties and responsibilities as assigned.

**MINIMUM QUALIFICATIONS:**

* Medical training is an asset, e.g., at least First Responder trained (proof of training required) at time of employment or, has at least one year's experience as an EMS or public safety dispatcher.
* CPR Certification is required.
* Must successfully complete an approved Emergency Medical Dispatch training program within 12 months of assuming position.

**STRESS FACTORS:**

Occasionally: Repetitive tasks, high pressure

Frequently: Intense tasks.

**PHYSICAL REQUIREMENTS**:

Occasionally: Walking inside, carrying no greater than 25 pounds, kneeling, stooping, bending, and leaning. Walking up/down stairs.

Frequently: Hearing/listening, clear speech, touching, repetitive motions

Constantly: Sitting, seeing.

* Can have no emotional, mental, nervous, organic, or functional disorder likely to interfere with managing stressful emergency medical calls.
* Has visual acuity of at least 20/40 (Snellen) in each eye, with corrective lenses and a field of vision in the horizontal meridian not less than a total of 140 degrees. Ability to distinguish the colors on the computer screen and maps.
* Hearing must be adequate in the better ear for conversational tones without the use of hearing aids.
* The employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.
* The employee must occasionally lift and/or move 10 pounds up to 25 pounds.
* Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust forces.
* Due to the unpredictability of the essential job functions, it is not always possible to guarantee break and/or meal period. Therefore, there may be no physical condition that would prohibit him/her from working twelve (12) hours without a meal or break period (except for restroom breaks).
* Must be able to communicate clearly on the radio and telephone in English. Must be able to write in English.

**WORKING ENVIRONMENT:**

Occasionally: Extended day.

Constantly: Works alone, with and around others, face-to-face and verbal contact, Able to work inside.

Although the noise level in the work area is not at a high level, there are often multiple radio and traffic noises going on at the same time along with regular high-pitched beeping sounds and voices of co-workers handling calls.

**MENTAL REQUIREMENTS:**

Frequently: Analyzing, decision making.

Constantly: Simple reading and writing, high math and writing skills, clerical, memorization, perception/computation, problem solving, simple math skills, judgment, reasoning, prioritizing, multi-tasking.

**EQUIPMENT USED:**

Occasionally: stapler, sharpener, calculator.

Frequently: Telephone, cell phone, terminal, facsimile, computer/typewriter, keyboard, radio console/equipment, playback recorder

**UNUSUAL DEMANDS:**

* Employees are required to handle multiple tasks concerning emergency medical calls that are frequently life threatening or major health threatening to other individuals.
* Required tasks arise from spontaneous situations occurring most often without warning.
* Employees must interact with hostile and/or uncooperative individuals via telephone contact. They must interact with individuals who are confused and unclear.
* They must utilize the information they gather to make quick and accurate decisions regarding action needed.
* They must be able to take down information correctly under all types of adverse communications situations.
* Due to the unpredictability of this type of position, it is not always possible to guarantee meal and/or break periods.
* Due to the unpredictability of this type of position, the employee must be available for immediate recall in emergency or unusual situations and must be able to work extraordinary hours during times of disaster or threat of disaster.

EMPLOYEE NAME - PLEASE PRINT

EMPLOYEE SIGNATURE DATE

DEPARTMENT HEAD DATE