

SKAGIT 911 JOB DESCRIPTION

911 Dispatcher / Call Taker

Reports To: Skagit 911 Dispatch Supervisor
Last Revised: November 30, 2010

PRIMARY JOB DUTIES SUMMARY

- ✦ Receiving and processing emergency and non-emergency calls from the public
- ✦ Determining nature and location of emergency; determine priorities
- ✦ Using a computer-aided dispatch system, dispatch police, fire and medical units as necessary and in accordance with established procedures
- ✦ Provide pre-arrival instructions on medical emergency calls
- ✦ Maintain status and location of police, fire, and medical units
- ✦ Transfer out-of-jurisdiction calls to appropriate agencies
- ✦ Receive and process requests for information regarding vehicle registrations, driving records, warrant and restraining orders, and provide pertinent data
- ✦ Arrange for tow trucks and public works emergency services
- ✦ Monitor multiple radio frequencies
- ✦ Operate a variety of communications equipment, including radios, telephones and computer systems
- ✦ Monitor surveillance screens
- ✦ Manually activate interior and exterior doors from consoles
- ✦ Other duties as assigned

DISPATCH PERSONNEL MUST BE ABLE TO PERFORM ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT ACCOMODATION. ESSENTIAL FUNCTIONS OF THE DISPATCHER POSITION INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

COMMUNICATION ABILITIES

- ✦ Ability to provide positive representation of Skagit 911 via personal, telephone, and written means
- ✦ Ability to understand and follow complex written and oral instructions
- ✦ Ability to perform several tasks simultaneously
- ✦ Ability to speak, read, write, and record information in acceptable English grammar and spelling

INTERPERSONAL SKILLS

- ✦ Treat co-workers, supervisors, user agencies and the public with courtesy and respect at all times
- ✦ Ability to accept criticism objectively and constructively
- ✦ Maintain emotional control and objectivity while directly involved in calls
- ✦ Use your work time in a productive and efficient manner
- ✦ Operate effectively in a stressful work environment where frustrating and/or offensive behavior may occur
- ✦ Maintain Skagit 911's high standards for professionalism even in the absence of reciprocal behavior
- ✦ Maintain confidentiality in all matters relating to information obtained in the course of employment

DECISION-MAKING/PROBLEM-SOLVING ABILITY

- ✦ Able to use reference materials (books, maps, charts, manuals, etc.) effectively and efficiently
- ✦ Able to work independently and with minimal supervision at the conclusion of the standard training period
- ✦ Able to comply with all rules, policies, regulations, and procedures whether in agreement or not
- ✦ Ability to exercise strong public relations abilities in the face of adverse conditions
- ✦ Ability to comply with requirements to remain at post during threats to personal safety, (i.e. bomb threats, earthquakes)
- ✦ Ability to make quick, accurate decisions in time-critical situations

SKAGIT 911 JOB DESCRIPTION – *continued*

PHYSICAL ABILITIES

- ✦ Ability to operate complex computer-aided dispatch equipment, radio equipment, and office equipment
- ✦ Ability to be cross-trained to any dispatch position

- ✦ Ability to remain at assigned position for extended periods which may include several hours of unrelieved sitting
- ✦ Ability to work more than 8 hours in one day, or more than 40 hours in one week
- ✦ Ability to record and process emergency and non-emergency information effectively and efficiently and in a professional manner

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.

The employee may be required to push, pull, lift, and/or carry up to 35 pounds.

ATTENDANCE REQUIREMENTS

- ✦ Able to work any day of the week, weekends and/or holidays
- ✦ Able to work any shift (day, swing, graveyard, or other variation)
- ✦ Able to change work hours when required
- ✦ Able to attend mandatory training and meetings after normal working hours
- ✦ Able to maintain regular and predictable attendance with no tardiness

WORKING CONDITIONS

Work is performed in an emergency dispatcher environment located within a communications center setting.