



SC-PAY GRADE 10

EMERGENCY COMMUNICATIONS SPECIALIST I

DUTIES AND FEATURES OF THE CLASS:

The incumbent in this position receives and processes emergency and non-emergency calls received through the 911 System. The duties involve coordinating and dispatching fire, rescue and emergency medical units to all resident and non-resident citizens in and around Sussex County.

EXAMPLES OF WORK:

Receives calls from the public and accurately assesses and assigns requests for fire, Emergency Medical Services (EMS) and other allied public safety resources; dispatches appropriate response agency and equipment to public safety incidents; provides communication coordination of public safety resources; provides accurate and timely utilization of computer-aided dispatch system for call taking, location verification, resource dispatching and coordinating public safety incidents; relays accurate recording of information on a variety of forms, logs, and computer screens as dictated by operational policies and procedures; represents department at meetings and other extracurricular activities as needed; performs related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of public safety operations, policies and procedures; knowledge of computer-aided dispatch system; knowledge of the geographic area, streets, rural roads and highway system of the County; some knowledge of Federal and State regulations governing radio transmissions; alertness and skill in detecting the scope and magnitude of an emergency; ability to follow instructions and communicate effectively; regular and timely attendance; ability to perform tactfully and proficiently under stress; ability to complete all continuing education requirements; ability to meet all accreditation levels of emergency dispatch.

QUALIFICATIONS:

Minimum High School Diploma or GED; must possess or have the ability to obtain the following certifications: Emergency Medical Dispatcher, Emergency Fire Dispatcher, Emergency Police Dispatcher, Cardiopulmonary Resuscitation and Automated External Defibrillation; must successfully complete the dispatcher training program; must work a 12-hour shift, seven (7) days a week, as assigned; must be available on-call 24 hours for

emergency assignments; must be available to work Callboard Operations and able to respond when needed for deployment of Mobile Command Unit; excellent verbal and written communication skills; working knowledge of Microsoft Office (Outlook, Word, Excel).

ADDITIONAL REQUIREMENTS:

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Possession of a valid driver's license

9/2019