

EMERGENCY COMMUNICATION SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class are responsible for monitoring and operating two-way radio communication systems, telecommunication systems and computer aided dispatch systems as part of an information network designed to enable effective response to reported emergency situations. Incumbents receive and dispatch calls in accordance with industry standardized protocols, while providing immediate direction to callers on situation support and personal safety. Responsibilities include dispatching in adherence to departmental and individualized jurisdictional protocols as appropriate for fire, police and medical emergencies. The focus is on providing emergency triage, resource logistics and dispatch. Good communication skills, the ability to multitask, and the ability to work well under pressure during potentially life threatening situations, are essential functions of this position. Incumbents exercise sound independent judgment in prioritizing calls, determining appropriate resources and dispatching the most appropriate services. Incumbents are required to work shifts which cover day and night hours, including holidays and weekends. Supervision is not a primary responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides initial triage and immediate direction per best practices protocols, to aid emergency callers with emergency situation support until dispatched resources arrive on-site;

Provides direction to the caller on appropriate actions to be taken until first responders arrive on scene, while adhering to emergency dispatch protocols that provide consistent, industry standards for emergency dispatch;

Receives and responds to emergency and non-emergency communications from the public, alarm companies or emergency service entities utilizing the 911 system or other non-emergency telephone systems, electronic or radio systems and makes appropriate notification;

Solicits and records pertinent information, while independently assessing the incident to effectively dispatch appropriate emergency service assets and personnel;

Exercises sound judgment in dispatching appropriate services based on a thorough understanding of County jurisdictions and coverage models for police, fire and medical emergencies;

Engages and activates mutual-aid protocols and procedures as directed, to address emergency situations;

Coordinates the participation of various emergency services agencies charged with handling or assisting in coverage for the specific event or location;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Receives and disseminates interagency messages and provides information and requested actions to police, fire and EMS personnel, vehicles and apparatus regarding routine and unusual incidents;

Evaluates calls/requests and maintains privacy when receiving personal and confidential information from callers;

Queries callers in a calm, systematic manner to determine the severity and nature of the situation, the incident location, the services being requested or required and other information necessary to evaluate and address the situation;

Broadcasts messages to police, fire or EMS units to respond to, investigate incidents and relays instructions and/or answer questions;

Staffs the mobile field communications unit or emergency operations center in support of an incident at an off-site location;

Obtains and maintains both professional certifications and in-house training programs as outlined in departmental practices and procedures;

Receives and coordinates intra- and inter-county emergency mutual aid requests;

Operates radio, telephone and computer equipment as necessary;

Maintains a record of all telephone and radio calls transmitted or received; records all agency assets that are in service or active on events;

Receives, transmits and otherwise operates various communication devices and computerized information systems;

Utilizes and assists in maintaining various databases designed to provide effective emergency response as outlined in departmental practices and protocols;

Queries and updates confidential interagency databases to provide and maintain accurate information to be used by police, fire and EMS personnel;

Prepares and maintains a variety of forms, records and reports of all incoming and outgoing communications along with associated response actions taken;

Reports and documents all unusual circumstances, equipment failures, circuit troubles, 911 discrepancies and other noteworthy information to the appropriate supervisor;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

May perform clerical work in support of the unit, including data-entry, filing, typing, and assisting in the taking of inventory as needed;

Provides guidance and instruction to new staff as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of Westchester County emergency agency coverage models; thorough knowledge of and adherence to department designated standards and protocols for effective and consistent emergency response; good knowledge of the principles and techniques of verbal and electronic communications; good knowledge of various types of electronic communication equipment; good knowledge of all codes and regulations related to radio call taking and other communication procedures; ability to maintain extensive logs and records; ability to work under pressure; ability to make quick and accurate decisions; ability to use computer applications such as spreadsheets; word processing, calendar, e-mail and database software; ability to read, write, speak, communicate and understand English sufficiently to perform the essential duties of the position; ability to deal effectively, professionally and courteously with others; clear speaking voice over radio equipment; reliability; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma, current CPR certification, current APCO Public Safety Telecommunicator certification and three years of full time (35 hours a week) paid experience in a law enforcement, fire, emergency medical services or emergency dispatch agency for which a primary function of the position was dispatching emergency response personnel and assets.

SUBSTITUTION: The following substitutions may be combined to cover a maximum of TWO years of the required experience. There is no substitute for the required certifications.

- Verifiable experience as an active volunteer member of a law enforcement agency, fire department, emergency medical services agency or emergency communication center which involved utilizing computers, radios and E911 telephone equipment to dispatch emergency response personnel and assets may be substituted on a year for year basis for up to two years of the required experience. (Part time experience will be pro-rated to a 35 hour work week).
- Satisfactory completion of thirty credits* toward a degree in Emergency Management, Criminal Justice, Fire Science, Emergency Medical Services or closely related field may be substituted on a year for year basis for up to two years of the required experience.
- Current Emergency Medical Technician - Basic certification may be substituted for one year of the required experience.

SUBSTITUTION: (continued)

- Successful completion of NYS Office of Fire Prevention and Control (OFPC) Firefighter I training or equivalent may be substituted for one year of the required experience.
- Successful completion of NYS Basic Course for Peace Officers may be substituted for one year of the required experience.

SPECIAL REQUIREMENTS: Incumbents are required to obtain and maintain certifications (e.g. Emergency Medical Dispatcher, Law Enforcement Communications, Fire Service Communications etc.) as required by their department while in the title.

NOTE: Only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

**APPROVED PROVIDERS FOR EMERGENCY MEDICAL DISPATCH CERTIFICATION: Association of Public Safety Communications Officials (APCO®); International Academies of Emergency Dispatch (IAED™); or PowerPhone®.

West. Co.
J.C.: Competitive
MQT5
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Job Class Code: C3284
Job Group: VIII