

EMERGENCY COMMUNICATIONS DISPATCHER

CHARACTERISTICS OF THE JOB

Under general supervision, performs skilled work in receiving emergency calls and dispatching personnel and equipment to handle the emergency for the Illinois Quad Cities Communications Center, or QComm911, (Center), serving East Moline, Milan, Moline, Silvis and other districts or municipalities with which the Center has contracted. Work involves responsibility for the prompt and efficient dispatching of personnel and equipment and for giving dispatching service to firefighters, EMS personnel and police officers in the field. The work is done in accordance with established procedures, but the employee must exercise good judgment in dispatching, have knowledge of local governmental operations and fire and police protection system and geographical layouts of the cities.

EXAMPLES OF DUTIES

Receive information via telephone, radio, other emergency communication center equipment, fire or intrusion alarm systems or other electronic means.

Dispatch emergency personnel and equipment in accordance with established standard operating procedures, monitor the response to such emergencies, dispatch additional support personnel as required and maintain accurate records through CAD (Computer-aided Dispatching) of all such activity.

Establish priorities in accordance with the seriousness of events in the case of multiple and simultaneous emergency events.

Work cooperatively with fellow dispatchers at QComm911 and other agencies as well law enforcement, firefighters and EMS personnel.

Coordinate interdepartmental and inter-jurisdictional responses to emergencies involving police, fire and ambulance personnel and coordinate the procurement of wreckers, repair of traffic lights and notification of other appropriate personnel.

Maintain contact with and understand the capabilities of area communities and their services.

Train new employees.

Perform routine clerical and typing work in coding and entering information regarding ambulance runs, fire runs, complaints and other calls for service into the computer terminal.

Provide information to citizens or transfer calls to appropriate city personnel in accordance with established practices.

Calling out of public works employees for emergencies, i.e. weather related emergencies, water main breaks, dangerous road conditions, etc.

Other duties may be assigned.

REQUIREMENTS

Training and Experience

High school diploma or GED equivalent; experience in handling emergency situations preferred; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Knowledge, Skills and Abilities

Knowledge of the operation of telephone, radio, computer terminal and other communications equipment; and knowledge of the geographical layouts of the cities and location of important buildings.

Skill in typing with reasonable accuracy and speed to satisfy agency needs.

Ability to acquire and maintain Illinois LEADS certification and Illinois approved Emergency Medical Dispatch certification; ability to speak clearly in a well-modulated voice and to use good diction; ability to think and act quickly and calmly in emergency situations; ability to establish and maintain effective working relations with other employees, officials and the general public; and ability to keep records and prepare reports. Ability to speak Spanish desirable.

Skill in speaking respectfully and using good customer service with internal and external customers.

Licenses, Certifications and Registrations

Illinois LEADS certification and Illinois-approved Emergency Medical Dispatch (EMD) certification within six (6) months of hire.

Physical Demands

The physical demands 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.

While performing duties of this job, the employee is regularly required to sit, use hands and fingers to operate equipment and talk and hear well. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate.