

# City of Rehoboth Beach, Delaware

## Job Description

<b>Classification Title</b>	Emergency Communications Specialist I
<b>Job Code</b>	3003
<b>FLSA Status</b>	Non-exempt
<b>Pay Grade</b>	109

### GENERAL POSITION SUMMARY

This position involves providing 911 telephone communications services for the citizens of Rehoboth Beach and the surrounding areas. As well as providing dispatching and communications support to police, fire, emergency medical services, and city departments. This position operates under the direct supervision of a Communications Specialist II and the Communications Supervisor. This may be a swing shift position.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Operates a multi-line and technologically complex telephone system for administrative calls, 911, TEXT 911, TTY, VLL, and transferring calls. Receives and processes a variety of emergency and non-emergency calls for service.
- Calms, reassures, and verbally interrogates callers to interpret, analyze, and anticipate the effect of situations in order to resolve problems.
- Provide requested information or refers callers to the appropriate agency.
- Determines appropriate codes and assigns appropriate level of priority.
- Enters information into a Computer Aided Dispatch (CAD) system for radio dispatch.
- Utilizes Emergency Medical, Fire, and Police Dispatch protocol cards or software to ask vital questions and provide pre-arrival instructions for emergency calls.
- Monitors and operates a radio console consisting of various radio frequencies.
- Coordinate and dispatch public safety responses ranging from routine to critical.
- Determines the appropriate priority and agency to respond to the incident.
- Utilizes the Computer Aided Dispatch (CAD) system to document individual activities of public safety responses.
- Queries enters, modifies, and clears information in local, state, and national computerized data bases such as DELJIS, NCIC, and NLETS pertaining to arrest warrants, driver record, criminal history, stolen property, and other similar data and transmits relevant information to field units.
- Trains new Communications Specialists following the approved Rehoboth Beach 9-1-1 Communications Center training program, under the direct supervision of the Communications Supervisor.

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- Assists with or oversees special assignments as assigned by the Communications Supervisor.

#### MINIMUM ENTRANCE QUALIFICATIONS

##### Education and Experience

- A high school diploma (or GED equivalent)
- Minimum of three (3) complete years of service at the Rehoboth Beach 9-1-1 Communications Center.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

##### Licenses or Certifications

- Must possess certification in:
  - Emergency Medical Dispatch – EMD, Emergency Fire Dispatch – EFD, and Emergency Police Dispatch – EPD
  - CPR/AED; National Accreditation-Medical
  - National Crime Information Center – NCIC
  - Delaware Criminal Justice Information System – DELJIS
  - Incident Command System – ICS 100, 200, and 700
  - Crisis Intervention
- Possession of a standard driver's license
- Certified Training Officer (CTO)

#### OTHER JOB REQUIREMENTS

- Maintain CPR/AED, EMD, EFD, EPD and NCIC certifications.
- Ability to operate a computer, motor vehicles, phone system and fax.
- Occasionally work overtime.
- The ability to maintain Certification as a Certified Training Officer.
- Pass a knowledge based multiple choice assessment.

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- Obtain at least meets expectations performance on two annual performance evaluations, immediately preceding application date. With no more than one below expectations in each category.
- Maintain call scores at or above the Agency Cumulative Performance Threshold for one year prior to application.

### COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

#### Knowledge of:

- Departmental procedures, methods, and practices.
- Geographic layout of jurisdictional boundaries, landmarks, public buildings, waterways, and resources available to determine the location of incidents in the City of Rehoboth Beach and surrounding jurisdictions.
- Police radio codes and computer codes and formats.
- Common safety rules, regulations, procedures and practices to include first aid and CPR/AED.
- Emergency Communications policies and procedures including communications operations during a disaster or special response.
- International Academy of Emergency Dispatch Protocols and their application in during emergencies.
- The training program and methods of teaching for the Rehoboth Beach 9-1-1 Communications Center.
- Effective teaching and instructional methods for adults.

#### Skill in:

- Written and verbal communication.
- Performing a variety of duties, often changing from one task to another of a different nature
- Decision making using good judgment and resolving complex inquires and disputes.
- Tact and courtesy
- Negotiation
- Computer software programs
- Customer services, including meeting established quality standards.

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#### Ability to:

- Use logic and reasoning to identify potential solutions, conclusions, or approaches to problems.
- Plan and organize daily work routine and establish priorities for the completion of work.
- Follow oral and written instructions
- Work under pressure
- Develop and maintain cooperative and professional relationships with employees, supervisors, representatives from other departments, and organizations.
- Share knowledge with staff for mutual and departmental benefit.
- Train or assist in training of Communications Specialist Trainees.

#### WORK ENVIRONMENT/CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate			X
Individuals with known violent backgrounds	X		
Communicable diseases	X		

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Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold ( <i>below 32 degrees</i> )	X		
Extreme heat ( <i>above 100 degrees</i> )	X		
Moving mechanical parts	X		
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises ( <i>85+ decibels</i> )	X		

#### 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.*

The position is generally *sedentary*. Employees sit most of the time but may walk or stand for brief periods of time. Requires the ability to exert light physical effort in sedentary to light work.

The position requires the ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

The position requires the ability to hear in the normal audio range with or without correction.

<b>Date created:</b>	9/17/2018
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	10/3/2022