

City of Rehoboth Beach, Delaware

Job Description

Classification Title	Emergency Communications Specialist II
Job Code	3004
FLSA Status	Non-exempt
Pay Grade	110

GENERAL POSITION SUMMARY

This is a mid-level supervisory position that involves the management of other Communications Specialists assigned to a shift. As well as providing 911 communication services to the citizens of Rehoboth Beach and surrounding areas and dispatch and communication support for police, fire, emergency medical services, and city departments. This position operates under the direct supervision of the Communications Supervisor.

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 technology complex telephone system: Administrative calls, 911, TEXT 911, TTY, VLL, and agency transfers. Receives and responds to a variety of emergency and non-emergency calls for service and complaints.
- 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.
- Enters information into a Computer Aided Dispatch (CAD) system for radio dispatch.
- Utilizes Emergency Medical, Police, and Fire protocol cards or software to ask vital questions and provide pre-arrival instructions for emergency calls.
- Monitors and operate a radio console and various radio frequencies to dispatch and coordinate 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 databases 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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- Acts as an ED-Q for the Emergency Police, Fire, and Medical Dispatch system.
- Act as a member of the Quality Assurance Unit to maintain call accuracy and compliance.
- Manages day-to-day shift operations while on duty.
- Manages routine and emergency requests for time off and shift coverage while on duty.
- Oversee and/or assists with specific tasks as assigned by the Communications Supervisor.
- Assist in the development and implementation of CDE topics and programs.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- A high school diploma (or GED equivalent)
- Minimum of seven (7) complete years of service at the Rehoboth Beach 9-1-1 Communications Center.
- Certified Training Officer (CTO)
- 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, within the 6-month probationary period.
 - Crisis Intervention.
- Possession of a standard driver's license

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OTHER JOB REQUIREMENTS

- Exceed the agency cumulative performance value for EMD, EFD, and EPD for minimum two (2) years prior to application.
- Maintain CPR/AED, NCIC, DELJIS and Incident Command System – ICS 100, 200, and 700 certifications.
- Obtain certification as an ED-Q in EMD, EFD, and EPD within one (1) year.
- Must obtain Incident Command System 300 within two years.
- Ability to operate a computer, motor vehicles, phone system and fax.
- Occasionally work overtime.
- Obtain at least meets expectations on two (2) annual performance evaluations immediately preceding application. With no more than one below expectations in each category.
- Only four (4) Communications Specialist II positions are authorized at any time. In the event a position opens the following process will be used to select a candidate:
 - Multiple choice knowledge-based assessment.
 - Oral board interview.

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.
- The training program and methods of teaching for the Rehoboth Beach 9-1-1 Communications Center.
- Effective teaching and instructional methods for adults.

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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.

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, Communications Supervisor, representatives from other departments, and organizations.
- Share knowledge with staff for mutual and departmental benefit.
- The ability to pass knowledge based multiple choice assessment.
- Ability to obtain at least a meets expectations performance on two annual performance evaluations, immediately preceding application date. With no more than one below expectations in each category.

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.

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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		
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.

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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.

Date created:	9/17/2018
Dates revised	2/15/2019
	10/3/2022