



CLASS SPECIFICATION FOR:

9-1-1 Public Safety Dispatcher

General Statement of Duties:

Responds to incoming 911 calls in a call center environment; accurately triages incoming calls and determines appropriate course of action, equipment and first responder personnel to be dispatched; maintains communication with responding personnel to ensure responders have all available information; relays information to and from the scene of emergency and non-emergency situations as needed; does related work as required.

Distinguishing Features of Class:

Primary duties include wearing a headset for an assigned shift to respond to incoming calls to County's 9-1-1 Emergency Call Center; gathering critical, time-sensitive, detailed information from callers in varying heightened degrees of stress/distress; quickly and accurately assesses the situation determines appropriate course of action, equipment and personnel to be dispatched; monitors calls and situations throughout the assigned shift using multiple monitors, systems and databases; accurately documents all calls in the designated systems and database; routinely communicates and collaborates with public safety personnel to respond appropriately to callers' needs; and consistently communicates calmly, clearly, concisely and accurately via by radio, telephone and teletype with the public and public safety personnel. Work is performed in a fast-paced, high-volume, frequently high-stress, call center environment under the general supervision of an assigned shift supervisor.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Responds to 911 calls, elicits detailed information from callers, determines the appropriate priority of calls for service in relation to severity, assigns prioritized calls for service to appropriate police, fire and/or rescue resources, determines the proper priority, the number and type of units to be dispatched and the driving response code;
- Maintains communication with responding personnel to ensure responders have the necessary information and support to give proper service and care, and relays information to and from the scene of emergency and non-emergency situations as needed;
- Operates multipurpose computer terminals interfaced with radio telephone console;
- uses the Computer Aided Dispatch System, radios and telephones to capture and record a complete history of all calls for service and related activities and utilizes telecommunications equipment (which includes teletype) to establish and coordinate the public safety function with other local, State and federal identities;
- Maintains accurate detailed records for each call in the appropriate systems and databases as required;
- Contacts approved towing companies for officers in compliance with County approved towing list;
- Monitors message traffic from the National Crime Information Center, Virginia Criminal Information Network and the Division of Motor Vehicles;
- Monitors radio traffic emanating from other jurisdictions;
- Serves as essential personnel during declared emergencies and inclement weather;
- Develops and maintains a sound working knowledge of fire, police, and rescue resources and of emergency dispatching protocols;
- Develops and maintains a current working knowledge of County, state and federal emergency response directives, policies, procedures, regulations and guidelines and of fire, police, and rescue resources and of emergency dispatching;
- Develops and maintains current knowledge of the County's geography and highway/street system;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Prepares and maintains a variety of reports from various sources and systems as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Ability to remain calm in emergency situations; ability to multitask accurately and efficiently in a fast-paced, high-volume, frequently high-stress, call center environment; mental acuity, demeanor and skill in accurately detecting the scope and magnitude of an emergency; understanding of basic human needs and of individual differences with demonstrated communication skills in calming 911 callers in various states of distress, giving callers clear easily understood instructions, and eliciting needed information to dispatch appropriate first response resources; sound working knowledge of fire, police, and rescue resources and of emergency dispatching protocols; sound working knowledge of federal and State regulations governing use of radio transmission and exchange of potentially protected information (e.g. HIPAA); sound knowledge of County geography and highway/street system; excellent organization skills with the demonstrated ability to multitask effectively, plan and perform duties effectively and in accordance with applicable guidelines,



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directives and requirements; ability to multi-task accurately using multiple systems and computer screens while maintaining the integrity of time sensitive emergency situations and accuracy of related documentation and recordkeeping; ability to wear a headset for prolonged periods of time in order to respond to incoming calls and relay information; hearing acuity sufficient to accurately hear and relay detailed, time-sensitive information; good oral and written communication skills; ability to express ideas clearly, concisely and calmly to staff and 911 callers in various states of distress; ability to read, and consistently comprehend, interpret, accurately apply and communicate complex policies, directives, regulations and requirements related to; sound critical thinking and problem solving skills with the ability to appropriately triage and respond to callers within established policies, guidelines, requirements and procedures; ability to accurately collect, research, verify, enter and maintain data in various systems inherent to assigned duties while responding to 911 callers in emergency situations; sound judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize and compile multiple types of data and make sound decisions; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with colleagues, communications staff, department staff, public safety personnel, first responders, the public and other relevant stakeholders; excellent interpersonal skills with the demonstrated ability to remain calm in emergency situations while working in a high-stress, close quarters, call center work environment; strong computer skills with ability to use computer and typical business software, proprietary software and applications, and the County's current computer-aided-dispatch system to accurately enter and maintain data in multiple systems simultaneously for emergency response management, data management and reporting; ability to operate complex communications equipment incidental to assigned duties; personal accountability including teamwork and establishing and maintaining positive relationships the public and colleagues; excellent customer service skills; diplomacy; tact; and courtesy. Must be able to calmly, positively and appropriately represent the County with the public and other stakeholders. Requires the ability to work a flexible schedule which may include days, evenings, nights, weekends and holidays in a 24-hour, 7-days per week, 365-days per year in a 911 call center operation.

Minimum Education and Experience:

Education: Graduation from high school or GED;

Experience: One (1) year of relevant work experience serving the public or in a call center environment, preferably in a 24/7 work environment; prefer previous experience at a 911 Communications Center;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Must be eighteen (18) years of age by the hire date to be eligible for this position.
- Requires pre-employment hearing and vision exams administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the job.
- Must successfully complete all required classroom and on-the-job training.
- Must be willing to work assigned shift which may include days, evenings, nights, weekends and holidays as assigned.
- Must successfully complete all State-mandated certification programs, including Emergency Medical Dispatcher (EMD), Emergency Fire Dispatch (EFD), NCIC/VCIN, within Division-established time frames.