

**SOUTH WORCESTER COUNTY COMMUNICATIONS CENTER**

**PUBLIC SAFETY TELECOMMUNICATOR**

**POSITION DESCRIPTION**

**POSITION:** PUBLIC SAFETY TELECOMMUNICATOR DISPATCHER

**JOB STATUS:** CIVILIAN EMPLOYEE

**GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**

**The primary purpose of this position is:**

Provide emergency police, fire and medical telecommunication services to the public by answering emergency 911 calls and dispatching the appropriate personnel and equipment. Maintains an accurate status of all emergency response equipment and personnel to ensure prompt and accurate response. This equipment includes but is not limited to police, fire fighting, hazardous materials, wild land fire fighting, technical rescue, and ambulance services. Serves as a coordination and communication center for Highway, Water, Sewer, and other Town Departments.

**The organizational location of this position is:**

South Worcester County Communications Center  
357 Main Street  
Webster, MA 01570

**DUTIES AND RESPONSIBILITIES:**

**Provides emergency 911-call taking and dispatching services.**

Determines the nature of the emergency in accordance with established guidelines. Determines the proper response agency and services to be rendered based upon the 911 call received, and dispatches the correct emergency forces based upon the information received and 911 center checklists. Maintains a constant liaison with the scene of the emergency. Transmits and/or relays requests for mutual aid through the appropriate mutual aid town 911 center and transmits these requests to/from the Incident Commander. During periods of multiple emergencies, uses independent judgment to determine which calls need immediate attention, or when different equipment is required due to emergencies in progress (call stacking). Additionally, prioritizes multiple emergency and non-emergency calls to determine appropriate response levels, based on the needs of the emergencies in progress. Performs

crisis intervention with distraught emergency callers during high-risk situations until emergency units arrive on scene, in accordance with guidelines established locally. Coordinates with appropriate agencies in response to mutual aid requests, in accordance with locally established protocols.

Standards:

- A. Prioritizes incoming phone calls to ensure emergencies are handled before routine requests for assistance.
- B. Answers 911 calls and dispatches appropriate agencies and vehicles, in accordance with established guidelines.
- C. Determines next available emergency vehicles to respond when vehicles on the run plans are being utilized for another emergency already in progress using independent judgment.
- D. Maintains in constant contact with emergency responders during routine and emergency situations.
- E. Handles requests for providing or receiving mutual aid by contacting the appropriate agencies and making arrangements.
- F. Remains fully alert and attentive at all times during the period of assigned tour of duty.

**Performs Emergency Medical Dispatch (EMD) services to callers with medical emergencies.**

Dispatcher verifies the location and call back number for a medical patient, and determines the severity of the emergency situation using established guidelines. Determines the significant facts relating to the victim in accordance with established protocols. Maintains continuous contact with the caller (when appropriate) during emergency situations and may give instructions regarding what to do, or not to do, prior to the arrival of fire department and police personnel if it is appropriate to do so. Assists the supervisor in the training of new/relief dispatchers, in accordance with established guidelines.

Standards:

- A. Utilizing appropriate checklists provided, determines appropriate procedures for callers to perform during medical emergencies.
- B. Uses judgment when initiating an immediate and accurate/appropriate level of medical response required, including fire units, ambulance, life flight, etc, in accordance with established checklists.

- C. Maintains contact with the caller to provide additional assistance, while maintaining a calm demeanor at all times.

**Maintain maps, checklists and charts, including automated programs.**

Maintains an automated activity log of all significant daily events, vehicle movements, emergencies, processes, or notifications received through the E-911 center. Maintains an electronic log of all activities, according to locally established protocols. Maintains and is fully proficient in the use of checklists used during emergencies. Maintains proficiency in the use of computerized mapping programs used during search and rescue and hazardous materials operations. Informs the Center Supervisor/Director and/or on-duty shift supervisors of any equipment outages.

Standards:

- A. Accurately maintains maps, logs, checklists and charts, including automated programs.
- B. Enters data into the daily log program in a manner that is easily understood. Information is accurate and provides a clear picture of vehicle movements and daily activities.
- C. Utilizes grid maps and provides accurate information to emergency responders regarding exact locations of emergency incidents.
- D. During emergency situations, utilizes the correct checklist for the incident to ensure all actions are accomplished in accordance with published guidelines.

**Operates and maintains telephones, automated data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the communications center.**

Monitors radio and telephone communications with police, fire, medical, and other applicable field units to assure resources are available during emergencies. Receives, relays, and transfers phone calls and messages for police, fire, and other governmental agencies as needed. Maintains and operates computerized systems, including the computerized recording system, the hazardous materials information system, and the automated public safety database management system (Including the IMC system or other program as determined by the Operations Board).

Standards:

- A. Monitors all telephones and radios, ensuring constant communications with the public and emergency responders.

- B. Answers routine telephone calls, takes messages, and transfers calls in a calm and courteous manner.
- C. Receives information, according to established guidelines, regarding fire danger rating, and provides this information to operations personnel in a timely fashion. Obtains weather forecasts as needed for special operations.

**Prepares and maintains reports and records relating to emergency responses.**

Prepares reports for the utilized database management system (IMC or other as determined), using correct codes and categories in the preparation of the report, in accordance with established guidelines. Records and maintains other local, state, and national reporting data information for the appropriate agencies according to established guidelines. Receives, documents, and informs all personnel of weather warnings, advisories and conditions, utilizing the appropriate Internet weather sites or other available sources.

**Standards:**

- A. Enters all emergency responses in the Information Management System database, ensuring all data is accurate and entered in a timely manner. Particular attention must be given to the correct response codes.
- B. Enters all emergency responses in the database management system, ensuring all data is accurate and entered in a timely manner. Particular attention must be given to the correct response codes.
- C. Accurately enters all medical/patient information into the database management system, in a timely fashion.
- D. Monitors local weather conditions and provides updates to the Incident Commander during emergency situations.

**Other significant facts pertaining to this position are:**

1. Individual must obtain Massachusetts Enhanced 9-1-1 Course. Individual must obtain and maintain First Responder and CPR certification. Individual must obtain and maintain NCIC, LEAPS, and related certifications. Individual will also receive lock-up training to include but not be limited to; suicide prevention, application of restraints, emergency and fire suppression, equipment, and policy and procedures. Other trainings may also include but not be limited to: MPTC Reserve Intermittent Academy or its equivalent, Emergency Medical Dispatch Certification, Massachusetts Emergency Medical Technician – Basic, Proboard or International Fire Service

Accreditation Congress Certification as a Telecommunicator, Level II, Hazardous Materials Awareness and Operation Levels are preferred.

2. Individual is required to work an alternate work schedule, which requires an uncommon tour of duty (including weekends and holidays).
3. Individual is required to perform critical services regardless of weather conditions and report to the duty station at the regularly scheduled work time.
4. May be recalled to duty for major disasters or conflagrations, or stay over until an emergency has been terminated or until properly relieved by a qualified dispatcher.
5. Works in close harmony with supervisors, co-workers and other municipal departments during day-to-day routines and during emergencies. Is required to maintain good working relationships with all agencies, maintaining a consistently courteous attitude at all times. Keeps calm and cool during emergency situations. Dispatcher makes frequent contact with the public, town departments, elected and appointed officials of the communities represented by the regional center.
6. Performs other Communications Center related tasks, such as prisoner watch or other duties required by the Supervisor/Director and/or Operations Board.
7. Individual must participate in exercises by relaying accurate information, must be resourceful and alert to adequately perform duties, must participate in recurrent proficiency training, as directed, and must maintain confidentiality of sensitive or CORI information.

#### RECRUITMENT KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of communications operations, public safety operations and procedures, and the Incident Command System.
2. Knowledge of and reasonable proficiency in basic computer operations to include word processing, retrieval and input of data. A qualified typist is not required.
3. Knowledge of location and availability of emergency apparatus, the kind of apparatus and equipment needed for the emergency at hand.
4. Knowledge of Regional Dispatch communities' street layout.
5. Ability to effectively communicate both orally and in writing using a calm and stable demeanor while dealing with emergency situations, particularly situations not clearly

defined by precedent or established operating procedures. Also, an ability to deal effectively with individuals under stress.

6. Ability to work independently without immediate supervision.

#### SUPERVISORY CONTROLS:

The Communications Center's Supervisor/Director, Operations Board and Board of Directors will work in conjunction to assure the smooth operation of the Communications Center. Policies and standard operating procedures will be developed by the Boards. Individual is expected to follow established guidelines. Works under the general supervision of the Supervisor/Director or his/her designee and performs duties in conformance with the center's operating rules and regulations. Work is spot checked and evaluated through observance of performance during emergency situations and review of work performed. Errors in judgment will be immediately noticeable and might result in loss of life and/or serious injury, damage to persons or property, and financial or legal repercussions. Person must act independently and spontaneously in receiving, passing on, and recording messages received in the 911 Communications Center.

#### GUIDELINES:

Guidelines include Massachusetts General Laws, the South Worcester County Communications Center's policy directives and instructions, standard operating procedures, manufacturer's booklets, maps, diagrams, specifications, Specific guidelines are provided, however; in some situations they have gaps in specificity, and will require the incumbent to use independent judgment in interpreting and applying these guidelines to emergency situations.

#### FUNCTIONAL REQUIREMENTS:

Light lifting (under 15 lbs.), light carrying (under 15 lbs.), reaching above shoulder, use of fingers, ability for rapid mental and muscular coordination simultaneously, ability to distinguish basic colors, and the ability to hear (hearing aid permitted).

NOTE: If it can be otherwise accommodated a specific physical condition or impairment will not automatically disqualify a candidate.

#### ENVIRONMENTAL FACTORS:

Working closely with others, working alone, constant noise and visual stimulation (radio, computers and fans)

**MINIMUM QUALIFICATIONS:**

A minimum of a high school diploma and previous dispatching experience in police, fire, or emergency services; or any equivalent combination of education and experience.