

**COUNTY OF CARBON
JOB ANNOUNCEMENT
NON-UNION**

POSITION: Part-Time Dispatcher Trainee

DEPARTMENT: Communications Center

RATE OF PAY: \$11.61 per Hour

HOURS WORKED: As Scheduled; **Must be available for Weekends/Holidays**

Applications to be filed with *Human Resources Department, 2nd Floor, County Administration Building.*

OVERALL OBJECTIVE OF JOB: To receive 911 emergency calls, determine appropriate responses, and dispatch necessary services.

ESSENTIAL FUNCTIONS OF JOB:

1. Receives 911 emergency calls, evaluates the circumstances and provides appropriate responses.
2. Provides pre-arrival instruction and dispatches emergency services/fire/police as necessary.
3. Coordinates response of emergency services.
4. Provides support and resources to field outlets.
5. Provides radio communications for police, fire, EMS units and County Government.
6. Pages on-call personnel for County/municipal agencies when needed.
7. Maintains confidential files and procedure records and log sheets for department.
8. Operates computer and technical equipment, and provides basic equipment maintenance.
9. Interacts with general public, government and public agencies, department and field staff.
10. Enters incident information into computer files.
11. Processes various forms, reports and other department paperwork as required.
12. Keeps updated on all applicable policies, procedures and regulations regarding emergency services and related areas.
13. Monitors weather conditions.
14. Must receive 300 hours of on-the-job training and classroom instruction and successfully complete all testing processes prior to being raised to Part-Time Dispatcher.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
2. Must possess effective communication and interpersonal skills.
3. Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers and others.
4. Must possess the technical knowledge of operating personal computers and other office and communication equipment. **Must be able to type 35 wpm.**
5. Must have the ability to learn of fire science and law enforcement.
6. Must have the ability to learn of emergency medical services and ability to properly respond to emergency calls quickly and accurately.
7. Must possess ability to coordinate response of emergency services and provide support to field units.
8. Must possess general knowledge of office practices and procedures, including ability to maintain accurate files and record keeping.
9. Must possess knowledge and ability to provide basic routine maintenance on equipment.
10. Must possess the ability to learn to operate the Text Telephones (TTY) for the speech/hearing impaired.
11. Must possess the ability to deal with multiple tasks in highly stressful situations.
12. Must possess the knowledge to learn the manual card system to record information in the event of a CAD system failure.
13. Must possess the ability to learn the Geographic area of the County in order to assist emergency personnel arrival at the scene.
14. Most importantly – must possess the ability to maintain a calm demeanor and to use common sense while dealing with highly stressful situations.

WORKING CONDITIONS:

1. Works in adequate work space, lighting, temperatures and ventilation.
2. Works with average exposure to noise, but subject to frequent disruption and stress.
3. Normal indoor exposure to dust/dirt.
4. Continually works shifts or works on-call or on an as-needed basis.

PHYSICAL REQUIREMENTS:

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods throughout the workday, with intermittent periods of standing or walking. Intermittent bending, twisting, kneeling, pushing and reaching necessary to carry out duties of job.
3. Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso necessary to carry out duties of job.
4. Light work, with occasional lifting/carrying of objects with a maximum weight of twenty pounds, i.e., files, equipment.
5. Must be able to cope with the physical and mental stress of the position.
6. Must be able to pay close attention to details and concentrate on work.
7. Must be able to mentally and physically react quickly to emergency situations.

QUALIFICATIONS:

High school diploma or equivalent, plus additional training in computers and emergency medical services or police and fire training. One year experience in field of communications, public safety or EMS. Preferred certification as an Emergency Medical Dispatcher. Must be certified in CPR. Must possess or obtain certification in the APCO 40 Hour Dispatcher Training program. Also receives 260 hours of training in addition to state mandated requirements, a Pennsylvania approved Emergency Medical Dispatch Program and CLEAN Terminal Operators program.

AN EQUAL OPPORTUNITY EMPLOYER