



Harris County ESD 1 Communications

Job Description and Requirements

JOB DESCRIPTION:

The fundamental reason this classification exists is to operate EMS/Fire Computer-Aided Dispatching equipment to quickly and accurately receive and transmit information of an emergency nature. Work involves evaluating incoming calls to determine the appropriate level of EMS/Fire assistance required, dispatching units, and transmitting information and messages upon request and/or according to established procedures. Employees are expected to demonstrate extensive communication skills and to exercise considerable judgment under pressure.

ESSENTIAL FUNCTIONS:

- Operates an EMS/Fire Computer-Aided Dispatching console consisting of a multi-button telephone system, radio module, and computer terminal.
- Certifies in and operates EMD/EMT dispatch protocol.
- Answers incoming calls and extracts necessary information from citizens.
- Evaluates incoming calls to determine the nature and urgency of the call.
- Dispatch the appropriate EMS/Fire unit(s).
- Keeps track of the status and location of all EMS/Fire apparatus.
- Transmits messages and information to Fire/EMS units responding to calls.
- Provides emergency medical self-help to citizens while EMS/Fire units are enroute.
- Contacts outside agencies and other departments to coordinate aid (i.e., contacts utility companies to inform that wires are down or to arrange for electrical shut-off's, contacts the water services department to arrange for water turn-off, contacts law enforcement for police assistance).
- Answers routine questions or refers calls to appropriate agencies on non-Fire/EMS inquiries.
- Consults supervisor or preceptor on non-routine matters.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities

Knowledge of:

- Emergency Medical / Fire procedures
- Type by Touch (30 wpm)

Ability to:

- Communicate orally in the English language with the public or co-workers in face-to-face one-on-one settings or using a telephone or radio.
- Remain calm and effective under heavy workloads and in emergency situations.
- Exercise good judgment in emergency situations.
- Determine priorities of emergencies.
- Obtain and act on information quickly and accurately in emergency situations.
- Understand and follow oral and written instructions in the English language.
- Work cooperatively with other employees, agencies, clients and the public.
- Comprehend and make inferences from written materials such as operations manuals.
- Learn job-related material through oral instruction and observation and through structured lecture and reading to effectively perform job duties. This learning takes place in an on-the-job training setting and in a classroom setting.
- Enter data or information into a terminal, PC, or other keyboard device to update information in the EMS/Fire Computer-Aided Dispatch system.
- Learn and certifies in EMD and EFD.
- Learn street locations, station locations, and geography of the areas served.
- Read and understand maps and give directions.
- Learn to operate communications equipment (multi-button telephones, base radios, computer terminals, recorders, and TDD).
- Learn EMS/Fire Department organization, policies, and operating procedures.

Shift Requirements

Communications Staff may be required to work weekends, holidays, nights and special assignments if needed. Shifts are based on a designated 12-hour schedule starting at 6am or 6pm and ending at 6am or 6pm. An Employees standard work week will consist of 4 12 hour shifts one week and 3 12 hour shifts the next, accumulating 40 hours per pay period structured on a rotating schedule. Mandatory overtime may be required during critical incidents or to maintain staffing levels. Communications Staff will arrive at the Communications Center 10 minutes prior to the start of their assigned shift in order to receive an off going report from the Communicator being relieved.

Dress Code Requirements

Harris County ESD1 Communications Staff will be required to be in uniform at all times when working in the Communications Center. Uniforms will consist of Tan pants, (Dickies, Ems, or Slacks) Harris County ESD1 Communications polo shirt, black belt, and black boots. Uniforms will be unwrinkled, preferably pressed, shirts will be tucked in, pants will be over the boot tops, and boots will be clean and properly laced. Initial uniforms are supplied by Harris County ESD1; the communicator will be responsible for any additional uniform purchases above the allotment provided by Harris County ESD1.

Pre Employment Requirements

Candidates must possess a High School Diploma or GED, and undergo a Criminal Background Check.

Communicator Functional Detail

Dispatcher

Individuals functioning in the capacity of Dispatcher will be responsible for all operations under the Dispatcher Functions outlined in the Harris County ESD1 Communications Standard Operating Guidelines. Dispatchers will be expected to be proficient in all Call Taking operations and Dispatcher Operations. Individuals in the Dispatcher capacity will operate under the guidance of the Senior Dispatcher.

Guide Lines

- Operates under the Dispatcher Functions outlined in the Harris County ESD1 Communications Standard Operating Guidelines.
- Maintains direct communications with the Senior Dispatcher on duty.
- Displays team oriented interaction with fellow Communicators.
- Displays professionalism towards co-workers and clients at all times.

Call Taker

Individuals functioning in the capacity of Call Taker will be responsible for all operations under the Call Taker Functions outlined in the Harris County ESD1 Communications Standard Operating Guidelines. Call Takers will be expected to be proficient in all aspects of emergency and non-emergency call taking procedures. Communicators functioning in the capacity of Call Taker will operate under the guidance of the Senior Dispatcher on duty.

Guide Lines

- Operates under the Call Taker Functions outlined in the Harris County ESD1 Communications Standard Operating Procedures.
- Maintains direct communications with the Senior Dispatcher on duty.
- Displays team oriented interaction with fellow communicators.
- Displays professionalism towards co-workers and clients at all times.

GO TO: <http://www.hcesd-1.org> to apply.