



JOB DESCRIPTION

Division/Department:	MECC
Location:	400 W Johnstown Road, Suite 230
Job Title:	Career Dispatcher
Reports to:	Shift Officer on duty

Type of position:	Hours: 40/week
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Non-exempt
<input type="checkbox"/> Intern <input type="checkbox"/> Paid <input type="checkbox"/> Unpaid	
<input type="checkbox"/> Volunteer <input type="checkbox"/> Paid <input type="checkbox"/> Unpaid	

SUMMARY

Receive and assess requests for 911 emergency assistance via multiple communication systems, and dispatch and coordinate available emergency response resources accordingly. Provide comfort, guidance, and instruction to callers in distress.

SUPERVISORY RESPONSIBILITIES

May be assigned to "In-Charge Dispatcher" role as needed and if qualified

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive, respond to, and enter into the Computer Aided Dispatch (CAD) system all incoming requests for emergency assistance
- Obtain from reporting parties all necessary information to determine the appropriate type and level of emergency response needed
- Dispatch emergency response resources
- Communicate important information, updates, and changes with emergency response personnel
- Coordinate with and provide information to law enforcement, utility companies, and other agencies as needed
- Provide pre-arrival guidance and instructions to callers
- Track and monitor the status and location of all jurisdictional and mutual aid emergency response resources
- Participate in the cleanliness and maintenance of the Dispatch Center
- Perform other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES



- Knowledge of and compliance with all Township and department-specific policies and procedures
- Knowledge of all fire and EMS dispatching protocols and procedures
- Knowledge of Incident Management and Command policies and procedures
- Knowledge of cardinal and ordinal directions, and geographical jurisdiction and mutual aid service areas to include streets, landmarks, alleys, and major intersections
- Knowledge of Dispatch Center power outage troubleshooting protocols and procedures
- Ability to operate a Computer Aided Dispatch (CAD) console including but not limited to a computerized radio, telephone, headset, public address (PA) system, etc.
- Ability to accept and follow written and spoken directions
- Ability to maintain focus despite regular environmental distractions
- Ability to maintain all required licensures and certifications without lapses
- Ability to maintain a valid Ohio Driver's License and insurability under the Township's vehicle insurance policy
- Ability to use basic Microsoft 365 and other industry-related software and applications
- Ability to use a personal computer and other modern standard office equipment

OTHER TRAITS/COMPETENCIES

- **Commitment to Excellence** – punctual; dependable; adaptable; flexible; accountable; trustworthy; integrous; humble; shows initiative; conscientious; team player; professional; establishes and maintains effective and respectful interpersonal relationships; committed to lifelong personal and professional growth and development
- **Communication** – uses active and attentive listening skills; extracts and relays all required emergency response request information effectively and efficiently; responds rather than reacts; provides clear, calm, firm but supportive guidance and instruction to individuals in physical, psychological, and emotional distress; regularly checks email and other forms of communication to stay current on Township and department-specific news, information, events, and requirements; prepares and submits detailed, clear, accurate and timely dispatch request logs
- **Decision Making** – effectively and efficiently analyzes reporting party's information and dispatches the necessary and appropriate information, type, and level of emergency response; maintains logic, reasoning, and problem-solving ability under pressure; confident; decisive and deliberate; discerning; objective/unbiased; pays attention to details
- **Health and Wellness:** resilient; has a positive and optimistic attitude and perspective
- **Emotional Intelligence** – is self-aware; empathetic; able to assess and adjust in response to different people, situations, circumstances, and environments; able to maintain perspective and composure when faced with challenging people, situations, and circumstances



PHYSICAL REQUIREMENTS

- Frequently sit
- Occasionally walk and stand
- Always use arms and hands to perform routine and/or repetitive tasks
- Rarely bend, squat, kneel, reach away from the body and overhead
- Rarely lift, push, and pull light objects up to 20 pounds
- Always hear, read, write, understand, and clearly articulate the English language 100% of the time

LICENSURE AND CERTIFICATION REQUIREMENTS

- Emergency Medical Dispatch (EMD) certification
- First Aid/CPR certification

OTHER MINIMUM REQUIREMENTS

- High School Diploma or GED
- Valid Ohio Driver's License
- National Incident Management System Courses 100b, 700a, and 800b
- Completion of a Basic Emergency Telecommunicator course or equivalent
- Ability to obtain EMD certification within the first year of employment, if applicable
- Ability to work irregular and overtime hours to include weekends, evenings, and holidays

This job description is intended to provide some illustrative examples of the duties and essential functions of this position but should not be interpreted to describe all the work or essential duties and responsibilities which may be required of employees holding this position.

PRINT EMPLOYEE NAME:

EMPLOYEE SIGNATURE:

DATE ACKNOWLEDGED: