



METCOM 9-1-1

9-1-1 COMMUNICATIONS SPECIALIST

Position Title: 9-1-1 Communications Specialist

Supervision Received: Work is performed under the direction of the Dispatch Operation Supervisor or the Executive Director. The Operation Supervisor will review the Communication Specialist's work for conformance with established policies, procedures, and objectives; may receive work assignments from the Executive Director.

Supervision Exercised: This position does not perform nor have exercisable supervision authority.

Position Overview: Serves as Communications Specialist (telecommunicator) for the area and agencies served by METCOM 9-1-1. Operates communications equipment to receive and process incoming emergency 9-1-1 and non-emergency calls for assistance. Questions callers with tact, professionalism, and control to determine the nature of a problem being reported and gather required information. The Communications Specialist gives pre-arrival instructions to calls and may relay further instructions at the request of scene units. Will perform dispatch duties and keep accurate records of communications received and transmitted, for police, fire and emergency medical response as well as other agencies; maintains contact with emergency apparatus and personnel using two-way radio, telephone, mobile dispatch terminals, and computer aided dispatch system (CAD). Performs related work as required and other duties as assigned.

This position requires the exercise of sound judgment in handling emergency situations and the ability to remain alert throughout an assigned shift, under varying levels of multiple simultaneous tasking and urgency. Often high intensity and fast moving work is involved.

Distinguished Characteristics of Position: Employees in this classification perform duties highly "visible" to the public and public service agencies. The work requires the handling of sensitive and confidential information; considerable contact with emergency service personnel and the general public, who may often be volatile and angry. Employees will be subject to a multi-tasking environment often under high stress conditions.

1. **Work Environment:** Work is performed at METCOM offices located at 1060 Mt. Hood Ave., Woodburn, OR under rotating shifts providing 24/7 coverage over weekends and holidays. Work hours may include the availability for required assigned overtime and work hours that may extend past a 12 hour work shift, on employees regular scheduled day off and/or over a 40 hour work week. Dependable and predictable attendance is required. Communication Specialists perform work duties at, stationary dispatch stations, which require the use of headsets; computer terminals and monitors, two-way radio, and

multi-line phone system. Work location may include varying noise and lighting levels. This position may travel as necessary for meetings, training, and other responsibilities.

Qualifications:

1. No Criminal History with the ability to pass a background check
2. Valid Driver's License and Proof of Vehicle Insurance
3. Education – High School graduate or equivalent
4. Proof of net typing speed of at least 45 words per minute
5. Basic to intermediate level of computer knowledge and experience.
6. Willingness and ability to conform to quality control of work and accept feedback.
7. Commitment to comply with confidentiality requirements and agency policies.
8. Comfortable working within a public safety environment which involves people-related emergencies and crisis conflict management.
9. Experience in a multi-task, public service, and/or customer service environment preferable.

Essential Job Function: The duties listed shall not be construed as a detailed description encompassing all the job responsibilities. All functions must be performed with a high degree of accuracy and competence.

1. Operates and monitors two-way radio communications equipment, in accordance with FCC regulations and METCOM policies and procedures, in order to dispatch police, fire, EMS and other emergency units as required.
2. Operates computer equipment under the requirement of METCOM policy and procedures to accurately and efficiently dispatch user agencies, units, and personnel to calls for service and maintain necessary radio contact/transmissions; maintains information on units' activities, obtains, transmits, and records information including vehicle registrations and status, search driver records, warrants and stolen vehicle information; enters and clears record information; efficient use of LEDS and other necessary criminal justice data banks and systems; maintains status of apparatus and field units; relay communications between responders and to or from callers.
3. Operates a multi-line phone system receiving and processing both emergency and non-emergency calls for service for police, fire, and medical emergency assistance and other public requests for help. Effectively route other emergency and non-emergency calls for service to other appropriate agencies.
4. Determines priorities of calls, gives pre-arrival instructions to callers awaiting arrival of responding units, and provides referral information and services as needed.
5. Ability to simultaneously answer telephone calls and dispatch emergency services units as appropriate.
6. Ability to function courteously, effectively and with a high degree of accuracy in stressful situations.
7. Make prompt and appropriate decisions based on available information.
8. Relay information accurately to reflect situational detail.
9. High level skills in listening and communication; speaking clearly and distinctly in an appropriate tone of voice.
10. Ability to control a call; deal tactfully and professionally with the general public
11. Follow METCOM policy and procedures.

Additional Duties may include, but are not limited to the following:

1. Ability to work proficiently with language interpretive services and devices for communications with speech or hearing impaired callers.
2. Study and maintain familiarity with major roads, streets, industrial areas, public buildings and the general geographic locations of cities, towns, and landmarks in the response jurisdictions for the user agencies.

Physical Demands: Sit at a desk for extended periods of time; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 20 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail. Must meet all physical standards as set forth by the State of Oregon to include visual acuity, hearing, speaking and basic physical health that provides the stamina to perform the duties of the position for long periods of time.

Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Necessary Special Requirements:

1. Must successfully pass an extensive background investigation, including psychological exam.
2. Ability to possess and maintain Law Enforcement Data System (LEDS) certification, Emergency Medical Dispatch (EMD) certification, DPSST Telecommunicators certification, and Hazardous Materials certification.
3. Must be available to work rotating days and shifts, work weekends, holidays, overtime as assigned, and work shifts that maybe extended past a 12 hour work shift, on employees regular scheduled day off and/or over a 40 hour work week. Dependable and predictable attendance is required.
4. Must be able to maintain professionalism at all times, establish and maintain cooperative working relationships with co-workers and others contacted in the performance of duties.

Training and Job Preparation:

Orientation, training through the Oregon Department of Public Safety Standards and Training (DPSST), in-house training for call-taking and police, fire and EMS dispatching, continued education such as trainings, seminars, and conferences.

Newly hired employees will participate in a training program to include in-house training, DPSST Academy, EMD Academy and outside training as appropriate. Trainees will learn to perform dispatch duties for Call Taking, Geography and Radio for Police, Fire, EMS, US Forestry, BLM, other agencies and other duties as outlined.

Trainee A

Newly hired employees begin as Trainee A. Employees will remain at this step until completion of Call Taking, Geography and 1 Radio Phase being either Police or Fire/EMS. Upon successful completion of these requirements, Trainee A will advance to Trainee B.

Trainee B

Employees that have advanced to Trainee B will remain at this step until completion of the entire training program and are signed off to work their own shift. Upon completion of the training program, the successful employee will advance to Step 1 as identified in appendix A of the CBA.

Dress Code: Business Casual

Signature

Date

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