

9-1-1 Emergency Communications Officer Job Description

A 9-1-1 Dispatcher must respond to emergency and non-emergency calls for assistance and information. They must provide dispatch and communication support services for law enforcement, fire, emergency services and other related services.

Profile:

The 911 Dispatcher is a Uniformed Communications Officer.

Requirements:

- 18 years of age
- High School Diploma or equivalent
- Valid Driver's License
- Complete Basic Dispatch, VCIN/NCIC certification, and Emergency Medical Dispatch within a year of hire.

Specific Duties and Responsibilities:

- Operate a multi-line telephone console system, and TDD system for the deaf and hearing impaired.
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes.
- Perform emergency medical dispatch and crisis intervention services.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls.
- Monitor and operate a radio console and computer equipment.
- Receive and respond to a variety of emergency and non-emergency services and complaints.
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer caller to other agencies.
- Dispatch and coordinate the response of public safety agencies.
- Identify appropriate number and type of equipment or apparatus to dispatch.
- Enters and modifies information into local, state and national computer databases.
- Monitor and respond to a variety of technical systems and alarms.

The position of 911 Dispatcher is a primarily clerical job that requires long periods of sitting, typing and looking at a computer screen. The 911 Dispatcher position requires good written and oral communication skills and an average typing speed of 60+ words per minute. The following activities are expected:

- Sitting for long periods of time 6-12 hours.
- Type and view computer screens for long periods of time 6-8 hours.

Benefits: Medical and Dental Insurance, VRS Retirement, paid holiday, vacation and sick days, uniform, equipment and fixed 12- hour shifts. Part-time does not receive paid leave or health insurance.

Salary: Full-time: Entry level \$37,275.00

Part-time: \$15.00 to \$21.00 an hour, depending on experience.