



**AUTAUGA COUNTY COMMUNICATION DISTRICT**

815 GILLESPIE ST • PRATTVILLE, AL 36067 • PHONE 334-365-8911 • FAX 334-361-3681

**POSITION DESCRIPTION**

<b>Job Title</b>	<b>Emergency Communications Dispatcher I</b>
<b>FLSA Designation</b>	<b>Non-Exempt</b>
<b>Pay Grade</b>	<b>\$14.00 per hour</b>
<b>Closing Date</b>	

**General Statement of Duties**

Serve as a centralized communications agent connecting emergency responders to emergency situations and maintaining a contact point for all public safety personnel. The principal function is to receive and process emergency and non-emergency calls and relay information to emergency responders quickly and efficiently.

**Examples of Essential Work (Illustrative Only)**

- Responsible for answering emergency lines, non-emergency lines;
- Process all calls through a Computer Aided Dispatch (CAD);
- Handle varied emergency situations dealing with emotional, injured and victimized persons and is responsible for ascertaining the crucial information needed in the given situation and relaying this to the proper agencies without delay;
- Answer all 911 calls for emergency personnel, dispatches responders, relays all relevant information and corresponds with the caller;
- Dispatch calls for service as soon as they are received via radio;
- Request and transmit information from other departments or outside agencies as needed;
- Memorize maps, territories, boundaries, street names, etc., and changes to such;
- Perform NCIC/ACJIC computer checks on persons, vehicles, firearms, articles, etc.;
- Perform maintenance on all communications equipment to ensure proper use during emergency situations;
- Keep immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions;
- Attend meetings, conferences, workshops and training sessions as directed and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Establish and maintain effective working relationships with all public safety within the county, other departments, and the general public;
- Respond to citizens' questions, concerns and comments in a courteous and timely manner;
- Maintain accessibility by telephone as required when off duty;
- Perform other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Knowledge of computer information retrieval, communications operations, NCIC computer, CAD system and computer information entry procedures;
- Good knowledge of police and fire department activities, purposes and procedures;
- Ability to advise and direct responders and to quickly disseminate crucial information in a clear, concise and understandable manner;
- Ability to draw out needed information from persons involved in all types of emergency situations;
- Ability to handle multiple tasks at any given time and to prioritize activities according to emergency needs;
- Ability to perform computer entry duties with speed, efficiency, and accuracy;
- Ability to communicate well with others, both orally and in writing;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Required Special Qualifications**

- Ability to pass a background check, and Critical pre-employment test.
- Ability to obtain ACJIC Terminal Operator certification upon hiring.
- Ability to obtain Emergency Medical Dispatcher and Telecommunicator certification upon hiring.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively in emergency situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate in the communications center environment.

*“This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time without notice.”*