



# Harris County Emergency Corps

<b>Job Title:</b>	Dispatcher	<b>FLSA Category:</b>	Non-exempt
<b>Department:</b>	Operations	<b>Reports to:</b>	Communications Supervisor
<b>Division:</b>	Communications	<b>Travel Required:</b>	No
<b>Salary Range:</b>	Depending on Qualifications	<b>Position Type:</b>	Full time/Part time
<b>Job Description</b>			
<b>ROLE AND RESPONSIBILITIES</b>			
<p>The Dispatcher is responsible for receiving calls for EMS and Fire services and entering accurate and concise data into the Computer Aided Dispatch (CAD) program.</p> <p><b><u>ESSENTIAL JOB FUNCTIONS:</u></b></p> <p>The following duties are not inclusive of all responsibilities and the incumbent may perform other duties as assigned by the Communications Supervisor:</p> <ul style="list-style-type: none"> <li>• Relays radio calls from/to other public safety authorities to coordinate the dispatching of services between two or more agencies.</li> <li>• Assesses and appropriately responds to a caller's emotional state.</li> <li>• Evaluates and prioritizes calls based on urgency.</li> <li>• Determines the correct jurisdiction, equipment and personnel to be dispatched.</li> <li>• Dispatches appropriate personnel and equipment.</li> <li>• Responds to requests from emergency response personnel.</li> <li>• Operates two-way radios, multi-line phone and teletype systems, computers, data communications terminals and other complex communications equipment to quickly and correctly access information and respond to requests from police, fire and EMS.</li> <li>• Records the nature and source of incoming and outgoing radio and telephone messages.</li> <li>• Studies and maintains familiarity with major roads, streets, industrial plants, and buildings.</li> <li>• Monitors multiple public safety frequencies.</li> <li>• Reports the need for radio and/or communications equipment repairs.</li> <li>• Operates 911 communications equipment to monitor and determine the exact nature of each request for service.</li> <li>• Determines location of each incident as required.</li> <li>• Routes non-emergency calls to appropriate personnel and/or agency.</li> <li>• Routes all requests for EMS and/or Fire to the appropriate unit and provides the necessary information regarding the incident.</li> <li>• Track times and locations of all Emergency Responders within the assigned area.</li> <li>• Monitor the status of all hospitals in the Greater Houston Area.</li> </ul>			
<b>EDUCATION, EXPERIENCE, AND CERTIFICATION REQUIREMENTS</b>			
<p><b><u>EDUCATION REQUIREMENTS</u></b></p> <p>A minimum of high school diploma or GED.</p> <p><b><u>EXPERIENCE REQUIREMENTS</u></b></p> <p>A minimum at least six (6) months of experience at HCEC as a call taker and one year of work experience in a leadership role.</p> <p><b><u>CERTIFICATION REQUIREMENTS</u></b></p> <ul style="list-style-type: none"> <li>• Current CPR certification.</li> <li>• EMD and EFD Certifications through the National Academy of Emergency Dispatch.</li> </ul>			



**KNOWLEDGE, SKILLS, AND ABILITIES**

The successful incumbent should have the following knowledge, skills, and abilities (KSAs):

- Knowledge of Computer Aided Dispatch (CAD), VESTA, and Mapstar, TELEX GPS Vehicle Tracker systems.
- Knowledge of public safety communications (police, fire and medical) principles, practices, techniques and technology.
- Knowledge of the relative position of geography, cities, roads, and other landmarks in the greater Houston area.
- Knowledge of relevant laws and regulations.
- Knowledge of relevant policies, procedures, contracts, accreditation and training requirements
- Knowledge of established policies, procedures, and quality improvement objectives.
- Knowledge of mission and vision statements for HCEC.
- Ability to establish and maintain positive, proactive and professional working relationships at all levels.
- Ability to communicate effectively and present information clearly, logically and persuasively.
- Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues.
- Ability to react and perform well in highly stressful, life-threatening situations.

**ADDITIONAL NOTES**

**PHYSICAL DEMANDS**

Sit at a desk of console for extended periods of time; Occasionally walk, stand, or stoop; Occasionally lift, carry, pull, push, or otherwise move objects weighing up to 25 pounds; Use tools or equipment requiring a high degree of dexterity; work for sustained periods of time maintaining concentrated attention to detail; Need to distinguish between shades of color; and distinctively and effectively communicate via telephone.

**WORK ENVIRONMENT**

Work is performed in an office, computer room, or other environmentally controlled room; and work is preformed in a very noisy place. Work may occasionally be performed in the field. Work will expose the employee to highly stressful situations including life or death decisions involving the safety of EMS, Fire, Law Enforcement, and the general public. Employee must often give negative information, and may be required to work rotating shifts.

*Harris County Emergency Corps is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, HCEC will provide reasonable accommodations to qualified employees and prospective employees with disabilities. The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to the classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment. HCEC reserves the right to modify job descriptions, policies or any other procedural documents at any time, for any reason without prior notice.*

President by:		Jeremy Hyde	Date:	3/11/14
Legal Review by:		Mark Smith	Date:	3/11/14
Last Updated By:		Mark Smith	Date:	3/11/14