

# **COLUMBIA 9-1-1 COMMUNICATIONS DISTRICT POSITION DESCRIPTION**

## **COMMUNICATIONS SPECIALIST**

**Date Updated:** January 12, 2016

**Position Title:** Communications Specialist

**Supervisor:** Performance Manager

**Position Overview:** Under the supervision of the Performance Manager, the Communications Specialist will provide emergency dispatch services which include operating the various communication systems located in the Communication Center; answering incoming telephone lines, answering and transmitting via radio to dispatch police, fire and ambulance personnel, providing information for responders in the field, and relaying and recording information provided by first responder personnel. Provide medical pre-arrival instructions to callers and may relay further instructions at request of the responding units. Performs related work as required and other duties as assigned. Position is in the public sector, is non-exempt and represented by the collective bargaining unit. Must maintain current vehicle insurance and comply with all laws governing motor vehicle use in Oregon.

**Working Environment:** Work is performed at the Columbia 9-1-1 Communication Center.

### **Qualifications:**

1. No Criminal History
2. Valid Driver's License and Proof of Vehicle Insurance
3. Education - High school graduate or equivalent
4. Experience – A minimum of one-year verifiable employment
5. Equipment used - Multiple computers with keyboarding minimum of 40 wpm, communication equipment, computer aided dispatch system, fax machine, telephone lines, , and copy machine
6. Ability to learn and implement the policies, practices and procedures of the District
7. Ability to make independent decisions and solve problems pertaining to 9-1-1 call taking and dispatching
8. Ability to effectively use oral and written communication in the performance of duties and responsibilities
9. Either hold a valid Basic Certificate in Telecommunications and EMD in the State of Oregon, or be able to obtain certification within one year with adequate provided training

**Essential Job Functions:****Physical:**

1. Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards.

**Mental:**

1. Must possess ability to remain calm in stressful environment of crisis & emergency events

**Job Duty Outline:**

1. Provide emergency dispatch
2. Answer and process calls on 9-1-1 lines, business lines and alarm lines
3. Maintain radio contact and provide dispatching for assigned departments and agencies
4. Process and maintain records and files as directed
5. Process reports, documents and data entry as required
6. Notify appropriate officials, agencies and departments
7. Enter information in to criminal justice data bases
8. Perform attempts to locate
9. Communicate with other District employees to effectively and efficiently coordinate work programs
10. Communicate with employees from other departments and agencies in order to coordinate and implement the work program, such as County Road and City Public Works.
11. Communicate with members of the general public in order to coordinate work programs and provide appropriate information about county activities
12. Other duties as assigned.