

CLASS TITLE: Emergency Services Communicator

ACCOUNTABLE TO: Lead Dispatcher or Joint Communications Manager

FLSA STATUS: Hourly

PRIMARY OBJECTIVE OF POSITION: Under general supervision, responds to 911 and non-emergency calls for law enforcement, fire, ambulance and NAWAS services.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following*

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

Answers all emergency, non-emergency and telephones for Law Enforcement, Fire Departments, Ambulance, and NAWAS. Advises appropriate personnel and public safety agencies of requests for service and need for response, and monitors responders by radio and telephone. Data enters all calls received by the Center, including the caller's name, address and telephone number, nature of the call and other pertinent information. Uses radios to communicate with police officers, fire crews and ambulance services that have dispatched to a service call; tracks which units have responded and provides information while they are en route or on the scene. Checks the status of police officers on duty during a shift while the officer is on a high priority call; provides officers with routine status checks after dark. Passes along all appropriate information received from sources other than radio or telephone, i.e.; maintains CBI and CAD records; teletypes and correspondence to the proper agencies and/or personnel. Monitors the NCIC/CCIS for warrants, driver status and registration status for police officers on duty; confirms warrant status and other pertinent information.

Checks security of Center; doors, video cameras, etc. Properly briefs relief personnel of current situations, status of all on duty personnel, and location and status of emergency response equipment. In turn, is properly briefed at beginning of shift. Supports the relationship between the City of Lamar and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains absolute confidentiality of work-related issues and City information; performs other duties as assigned.

Monitors status of all center equipment; radio consoles, telephone equipment, logging recorder, computers, and all other equipment in the center. Performs basic cleaning of center including bathrooms, floors and stairs. Working knowledge of computers and related programs and software applications. Reports all need for maintenance or repair to Supervisor. Monitors supplies and informs Supervisor of needs. Keeps personal work area neat and organizes.

PHYSICAL DEMANDS: Position requires limited movement and for the most part is a sedentary position which involves sitting most of the time, but may involve walking or standing for brief periods of time; duties are usually performed in surroundings where undesirable physical conditions and hazards are minor and controllable with the proper

safety equipment to prevent injury. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to occasionally lift and carry 10 pounds and/or up to 10 to 25 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Must be able to see in low or bright lights and distinguish between colors.
- Must be able to speak clearly and hear at a level to adequately use emergency dispatching equipment.
- Ability to write clearly, read from and write to daily logs and reports.
- Ability to read, understand, and interpret written material and reports.
- Ability to perform math skills, such as addition, subtraction, multiplication and division.
- Constant usage of fingers and both hands.
- Works involves sitting or standing 70% of the time and walking and standing while performing various tasks 10% of the time.
- Occasionally stoops, kneels, crouches, bends, climbs, including reaching overhead.

SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS: None

EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS: High school diploma or equivalent; OR an equivalent combination of education, training and experience.

LICENSE AND CERTIFICATION REQUIREMENTS: Possession of valid Colorado Driver’s License. Maintains certification in CPR, first aid, Emergency Medical Dispatch and CBI certification (entry level).

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

Core Competencies: Every City staff member must possess or work to attain the following five core competencies: **Communication, Interpersonal Relations, Customer Service, Accountability and Dependability, Job Knowledge and Supervision and Performance Management** (only if applicable to the position).

Be able to remain calm, think clearly and react swiftly in an emergency;

Knowledge of City policies and procedures.

Knowledge of current local, state and federal laws and regulations.

Knowledge of Department’s organization, policies and procedures.

Knowledge of communications center and dispatch operations.

Ability to work alone & demonstrate good decision-making skills;

Have a working knowledge of the geography of Prowers County and the surrounding area, which is covered by the agencies served;

Have a thorough knowledge of the scope, responsibility and function of the law enforcement, fire and EMS procedures and practices;

Be familiar with all equipment and operations of the Center;

Be able to establish and maintain working relationships with all other staff members of the Center;

Be willing and able to work rotating shifts;

Be willing to attend workshops, seminars or training functions to advance his/her skills and knowledge.

Notice Regarding Medical and/or Recreational Marijuana Use: Because the possession and use of marijuana whether for medical use or otherwise, constitutes a federal offense and because the City of Lamar is a drug free workplace, the City will not accommodate the medical use of marijuana and enforces written policy prohibiting the use of marijuana. The fact that state law recognizes medical marijuana as a prescribed or otherwise permitted, medication does not alter or otherwise change the policy.

THE CITY OF LAMAR PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL EMPLOYEES AND APPLICANTS FOR EMPLOYMENT AND PROHIBITS DISCRIMINATION AND HARASSMENT OF ANY TYPE WITHOUT REGARD TO RACE, COLOR, RELIGION, AGE, SEX, NATIONAL ORIGIN, DISABILITY STATUS, GENETICS, PROTECTED VETERAN STATUS, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, OR ANY OTHER CHARACTERISTIC PROTECTED BY FEDERAL, STATE OR LOCAL LAWS.

THIS POLICY APPLIES TO ALL TERMS AND CONDITIONS OF EMPLOYMENT, INCLUDING RECRUITING, HIRING, PLACEMENT, PROMOTION, TERMINATION, LAYOFF, RECALL, TRANSFER, LEAVES OF ABSENCE, COMPENSATION AND TRAINING.