



CLASS SPECIFICATION

Town of Hilton Head Island, South Carolina

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

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| Class Title: | Communications Dispatcher |
| Department: | Fire Rescue |
| Class Code: | 4110 |
| Salary Grade: | G08 |
| FLSA Designation: | Non-exempt |

General Statement of Duties

The principal function of an employee in this class is to receive incoming emergency and non-emergency calls and dispatch appropriate agencies and/or personnel as required. Work is performed under the supervision and direction of the Communications Supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establishes and maintains effective working relationships with the assigned supervisor, other communications dispatchers, emergency response personnel, and the general public.

Examples of Essential Functions

(Examples are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position. Members of this classification may be required to perform a combination of the tasks below.)

- Receives calls from public for emergency services, including gathering accurate information needed to assist callers, evaluating the need for dispatching emergency response personnel, dispatching appropriate units to designated area, maintaining communication with callers, providing medical directions as necessary, and determining if additional backup is needed;
- Determines which response agency should be responsible for responding to the call for assistance and dispatches appropriate units; relays all appropriate and necessary information to the responding emergency units;
- Provides emergency assistance to callers until responding emergency units arrive and assume control of the situation;
- Monitors primary and secondary radio channels;
- Monitors location and availability of all field units, including maintaining a log of radio traffic on events, noting abnormal occurrences, and responding to requests for additional assistance;
- Updates map cards which include house numbers, hydrants, cross streets, map numbers, grids and response information; creates and maintains emergency contacts for new and existing businesses through the records management software;
- Records hydrants that are out of service and streets with any obstructions; logs reports of traffic light malfunctions or maintenance needs; forwards information to appropriate parties and agencies;
- Updates the Town's burn line twice a day, at the direction of the Supervisor, to inform residents of burning conditions; updates gate codes; monitors the weather channel for any warnings of pending severe weather;
- Assists with training new employees as needed;

- Follows general and position-specific safety regulations and procedures; identifies, corrects and/or reports safety hazards (*See Safety manual for details*);
- Performs emergency or disaster-related duties as assigned;
- Performs other directly related duties consistent with classification role and function.

Knowledge, Skills and Abilities

- Knowledge of telecommunications device for the deaf (TDD), and related systems;
- Knowledge of E-911 system and related laws and regulations;
- Knowledge of the Town's emergency principles, practices, programs, goals, policies, protocols and procedures related to the responsibilities of the position;
- Knowledge of the Emergency Medical Dispatch and Fire Protocols;
- Knowledge of Town geography and jurisdictional boundaries;
- Knowledge of emergency communications equipment;
- Knowledge of criminal and civil law;
- Ability to think, act, and speak clearly, quickly, and calmly in emergency situations;
- Ability to prioritize calls according to level of need and importance;
- Ability to effectively communicate with persons who are faced with life-threatening situations;
- Ability to answer a multi-line telephones, including 911 lines and radio traffic simultaneously;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Minimum Qualifications

- High School Diploma or GED; and
- Some experience in emergency dispatch, administrative support, customer service, or related field; or
- Any combination of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.
- Minimum score of 3930 keystrokes per hour (KPH) while multitasking and 1880 KPH (audio) while multitasking measured through Critical Test;
- Current Healthcare Provider CPR Certification within three (3) months of employment;
- Emergency Medical Dispatch Certification within one (1) year of employment;
- Emergency Fire Dispatch Certification within one (1) year of employment;
- Telecommunications Specialist (E-9-1-1) Certification within one (1) year of employment;
- Training equivalent to Haz Mat Awareness in accordance with 29 CFR 1910.120 within one (1) year of employment.

Work Conditions and Essential Physical Abilities

Principal duties of this class are performed in a fast paced, high stress, rotating shift environment and require the following essential physical abilities:

- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects;

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling;
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound;
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes;
- Reaching: Extending hand(s) and arm(s) in any direction;
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly;
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading;
- Visual Acuity 2: Including color, depth perception, and field vision;
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.