



# UMATILLA COUNTY POSITION DESCRIPTION



**Department:** Sheriffs

**Position Title:** Telecommunicator/Emergency Medical Dispatcher

**Employee Name:** \_\_\_\_\_

**Effective Date:** \_\_\_\_\_

**Job Series:** Communications

**Union Covered:** Yes

**Salary Range:** 2010

**BOLI Exempt:** No

## GENERAL DESCRIPTION OF POSITION

The Telecommunicator/Emergency Medical Dispatcher is responsible for answering 9-1-1 emergency, non-emergency, and administrative telephone lines, and is responsible for providing callers with necessary assistance. Makes response decisions regarding fire, police and EMS. Also, is responsible for receiving and transmitting to mobile units on a two-way radio, under the provisions set up by the FCC.

## SUPERVISORY RELATIONSHIPS

**Supervision Received:** Under the direct supervision of the Communications Sergeant. Chain of Command is Sergeant, Captain, Undersheriff, and Sheriff.

**Supervision Executed:** Supervision is not a normal function of this position, however FTO dispatcher (Dispatcher III) may have to train and coach new employees during the on-the-job training process.

## PRINCIPAL DUTIES OF POSITION

1. TELECOMMUNICATIONS AND 9-1-1 DUTIES – (EE)
  - a. Answers incoming 9-1-1 emergency calls.
  - b. Emergency Medical Dispatch of Pendleton Fire EMS, East Umatilla Fire & Rescue, Umatilla County Fire District #1 EMS, Umatilla Fire QRT, Echo QRT, Pilot Rock QRT, Ukiah QRT, and Tribal EMS through Tribal Dispatch.
  - c. Provide pre-arrival emergency medical information to the caller from the Co-Med cards. Train and be knowledgeable of information on cards.
  - d. Dispatch of Fire Departments, including East Umatilla County Fire and Rescue District, Echo Fire District, Pilot Rock Fire District, Ukiah Volunteer Fire Dept., Meacham Volunteer Fire Dept., Pendleton Fire Department, Umatilla Fire Department, and Umatilla County Fire District 1.
  - e. Dispatch appropriate police agency response, including Oregon State Police.
  - f. Relay information to appropriate first-responder agencies.
  - g. Answers Telecommunications Device for the Deaf emergency calls.
  - h. Paging emergency medical services.
  - i. Documentation of 9-1-1 calls entering into CAD system.
  - j. Be knowledgeable of all outside agencies and their areas.
  - k. Assist other agencies in 9-1-1 situations.
  - l. Answer incoming non-emergency calls.

- m. Document incidents and enter into CAD system.
  - n. Dispatch appropriate agency to incident calls.
  - o. Operate telephone and CAD computers.
  - p. Synchronize responses with other area communication centers.
  - q. Multitasking
  - r. Reliable work history
2. RADIO DUTIES – (EE)
- a. Monitor and answer radio calls.
  - b. Provide Dispatch Services for the following Law enforcement agencies.
    - i. Umatilla County Sheriff's Office
    - ii. Pendleton Police Department
    - iii. Pilot Rock Police Department
    - iv. Stanfield Police Department
    - v. Hermiston Police Department
    - vi. Umatilla Police Department
    - vii. US Forest Services Law Enforcement
    - viii. Union Pacific Railroad Law Enforcement
3. Tone Out Agencies – (EE)
- i. Pendleton Fire and Ambulance
  - ii. Echo Fire Dept.
  - iii. Echo QRT
  - iv. East Umatilla County Fire and Rescue District
  - v. Pilot Rock QRT
  - vi. Pilot Rock Fire District
  - vii. Umatilla County Fire District 1
  - viii. Helix Fire District and QRT
  - ix. Umatilla County Search and Rescue
  - x. Ukiah Fire Department
  - xi. Ukiah QRT
  - xii. Umatilla Fire Department
  - xiii. Umatilla Fire QRT
4. Maintain radio log for all police, fire and ambulance personnel on duty. – (EE)
5. Records checks, warrant checks, restraining order checks. – (EE)
6. OTHER DUTIES – (EE)
- a. Warrants: Enter into LEDS computer and maintain current files. Confirm and locate warrants with other law enforcement agencies. Clear warrants out of computer after an arrest.
  - b. Restraining orders: Enter into computer and maintain current files.
  - c. Juvenile warrants: Enter into computer and maintain current files.
  - d. Enter missing persons, ATLS, juvenile runaways, stolen guns, stolen articles, etc. into the LEDS computer.
  - e. Maintain current call out lists – (EE)
    - i. DA
    - ii. Juvenile
    - iii. Crime Team
    - iv. Children and Family Services
    - v. Emergency Management
    - vi. Search and Rescue
    - vii. Umatilla County Reserves
    - viii. Quick Response Teams
    - ix. ODOT

- x. County Road Dept.
  - xi. Wreckers/Tow Trucks
  - xii. Medical Examiners
7. NAWAS – (EE)
- a. Answer and identify Umatilla County on roll call.
  - b. Distribute information received to Wallowa and Morrow Counties and other affected agencies and personnel.

### **OTHER DUTIES OF POSITION**

1. Type information into the computer system.
2. Knowledge of maps and be familiar with Umatilla county and all cities.
3. Daily Burn Message for smoke management.
4. Send and receive faxes.
5. Other duties as assigned.

The duties of the Telecommunicator/Emergency Medical Dispatcher can be changed as needed to serve the goals of the division. The statements contained herein reflect general details as necessary to describe the principle functions of the position. They should not be considered an all-inclusive listing of work requirements.

### **REQUIREMENTS FOR POSITION**

1. Must be at least 18 years of age.
2. Possess a high school diploma/or a GED.
3. Employee must be able to distinguish between the full range of colors in the color spectrum to work with CAD system.
4. Must successfully complete and maintain certification for Basic Telecommunicator and Emergency Medical Dispatch within first year of hire.
5. Must attain and maintain LEADS certifications.
6. Must be able to understand, speak, and write the English language clearly and fluently.
7. Must possess knowledge to operate miscellaneous office equipment, including a personal computer, telephone computer, computerized radio equipment and fax machine.
8. Must be a highly organized and self-motivated individual.
9. Must have the ability to work without supervision.
10. Must be able to make correct response decisions under low, medium and high stress conditions where life and property are concerned.
11. Must be able to gain control of an out-of-control person under low, medium and high stress conditions where life and property are concerned.
12. Must be a multi-task oriented individual.
13. Knowledge to operate and communicate on law enforcement radio.
14. Must have knowledge of FCC rules and regulations.
15. Have the ability to work with ethnic minority groups and communities.
16. The ability to establish and maintain effective working relationships with employees, other agencies and the general public.
17. Requires devising work methods and solutions for each problem.
18. Work is subject to continuous pressures calling for inventiveness.

## SPECIAL QUALIFICATIONS

1. Bi-lingual (English/Spanish)

### REQUIREMENTS

1. Probation 18 months: Entry Level
2. Telecommunicator/EMD I: After 18 months' Probation
3. Telecommunicator/EMD II: After 3 years or 2 years with Intermediate Certificate
4. Telecommunicator/EMD III: After 6 years or 4 year with Intermediate Certificate, or 3 year with Advanced Certificate.
5. Communication Training Officers (CTOs): After attending and passing the Field Training Course, provides training to new dispatchers as outlined in Training Manual, Department policy and SOP's.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, operate keyboards and mouse, desk controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### TOOLS AND EQUIPMENT USED

Computer, Public Safety Radio system, computer telephone, copy machine, fax machine

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee works in an office environment; the employee rarely works in outside weather conditions. The noise level in the work environment is usually quiet.

**This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

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Employee's Signature/Date