

**TOWN OF MIDDLETOWN, RI
POSITION DESCRIPTION**

TITLE: Civilian Dispatcher
DEPARTMENT: Fire Department
REPORTS TO: Shift Captain or designee
GRADE CLASSIFICATION: Dispatcher
SALARY: IAFF Local 1933

POSITION SUMMARY:

The Civilian Dispatcher is the first point of contact for all incoming emergency and non-emergency calls to the department and is responsible for receiving and acting upon all calls in accordance with departmental operating procedures and rules and regulations. Dispatchers are responsible for receiving fire alarm calls transmitted through the Digitized Master Box Alarm system. Civilian Dispatchers will dispatch fire suppression, rescue and emergency medical service (EMS) personnel to scenes of fires, accidents, medical emergencies, water/ice rescues, and any other emergency that may call for fire department resources. Dispatchers will provide assistance to the general public, state, federal, and local agencies in emergency and non-emergency situations. Dispatchers are required to use radio or telephone to transmit emergency call assignments and must maintain an assuring and calming attitude during periods of stress and emergencies in order to avoid unnecessary delays of the emergency responders and associated apparatus. This position is also responsible for compiling statistics and reports on work progress. Fire Department Dispatchers report to the Shift Captain on duty. This position requires a commitment to the highest quality of internal and external customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class, or it addresses business needs and changing practices:

1. Interviews callers to obtain preliminary report of any incident involving fire, medical emergency, or other emergencies, gains sufficient information to properly respond and dispatch appropriate apparatus.
2. Determines priorities of multiple requests for assistance based on nature of call or incident.
3. Determines locations of events or incidents using maps; notifies emergency response and/or department personnel of most appropriate route.
4. Collects and disseminates information on weather, road and ocean conditions.
5. Coordinates deployment of mutual aid resources when outside agencies are required to respond to Middletown.
6. Monitors and maintains radio communication with all fire/EMS responders operating at emergency events to ensure their safety, determine availability of units, and deploy additional resources when necessary.
7. Provides searches of pertinent records and/or computerized data; selects proper informational material; interprets information to requesting fire department personnel.

8. Enters data into various fire department computerized systems.
9. Prepares periodic reports by retrieving and compiling data in accordance with established standard operating procedures.
10. Monitors electronic communication systems such as: fire alarm receiver equipment, National Warning System radios (NAWAS), Rhode Island Emergency Management Radios.
11. Provides by telephone and radio, CPR, first aid, and other life saving instructions.
12. Maintains security of communications center in absence of supervising officers; Maintains dispatch center work area and equipment in clean and working condition.
13. Assist with training of entry-level Dispatchers.
14. Maintains current knowledge in the field and attends seminars and other continuing education conferences as required.
15. Performs other duties as assigned by supervisor.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

The following generally describes the knowledge and ability required to enter the position and/or be learned within a short period of time in order to successfully perform the assigned duties:

1. Ability to obtain, retain and analyze information from distraught, distressed, or incoherent callers.
2. Ability to record relevant information correctly and completely.
3. Ability to quickly sort and prioritize information regarding multiple incidents.
4. Ability to perform duties in a calm and effective manner.
5. Must possess the ability to communicate orally and in writing with clarity and precision.
6. Ability to make instant, independent decisions without benefit of supervisory input.
7. Ability to learn and follow procedures specified for emergencies such as fires, medical emergencies, hazardous materials emergencies, floods, water rescues, traffic accidents, aircraft accidents, building collapse, etc.
8. Ability to receive and transmit information clearly and concisely.
9. Ability to learn radio operation and related communications equipment procedures and regulations.
10. Ability to learn and manage computer terminal operations.
11. Ability to compile written reports and logs.
12. Ability to maintain favorable public relations.
13. Must possess the ability to establish and maintain effective working relationships.

MINIMUM REQUIREMENTS:

1. Must be 21 years of age at time of appointment to the position.
2. Must be a high school graduate or possess a G.E.D.certificate, college work or degree preferred.
3. Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.
4. Must have technical and computer skills to effectively carry out designated responsibilities including experience in the use of a personal computer and software in a "Windows" environment.
5. Must successfully pass a background investigation.
6. Must possess a valid driver's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

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 functions.

1. While performing the duties of this job, the employee regularly is required to sit, stand, walk, talk, or hear, use their hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms; may need to climb, balance stoop, kneel, crouch or crawl.
2. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
3. While performing the duties of this position, the employee may occasionally lift and/or move objects up to ten pounds.
4. The noise level in the work environment is usually low to moderate.
5. Required to work various shifts associated with a 24-hour, 365-day operation, and will be required to wear a uniform.
6. Job duties require the employee to work under stressful conditions.

EQUIPMENT USED:

Equipment used includes but is not limited to the following:

1. Fire communication and dispatch equipment, personal computer, calculator, telephone, fax machine, copiers, printers, postage machine, digital camera, flashlight.

The Town of Middletown is an Equal Opportunity Employer.