

Emergency Communications (E 911) Dispatcher

Nature of Work

This is responsible technical and administrative work assisting with the operation and maintenance of the E 911 communications center for Sevier County and surrounding area. Activities associated with the job include adhering to policies and procedures established for E 911 operations, assisting with dispatch activities, interacting with local, state and federal agencies involved with law enforcement and public safety activities and assisting with various administrative and record keeping duties as assigned. Additional activities include providing pre-arrival emergency medical information when required, monitoring public and private burglar, fire, medical and panic alarms, answering seven non-emergency lines and documenting and forwarding response times for EMS services. Job responsibilities require training and certification as a Basic Communications Officer and Emergency Medical Dispatcher, strong organizational, interpersonal and decision making skills, dedicated attention to detail and some experience working in emergency communications. Job performance is evaluated by the Shift Supervisor and/or Communications Center Supervisor through review of the efficiency and effectiveness of job related activities, level of support provided for emergency dispatch operations and medical response activities, organizational and interpersonal skills and adherence to policies and procedures established for the E 911 Center.

Illustrative Examples of Work

- Answers six emergency E 911 telephone lines serving Sevier County and the Great Smoky Mountain National Park in a prompt and timely manner.
- Ascertains critical information from callers and determines the appropriate response of emergency services.
- Insures the proper dispatch of emergency services from the appropriate agency in a timely and professional manner.
- Performs pre-arrival emergency medical dispatch to callers until assistance arrives at the scene.
- Operates a two-way radio communication console with in excess of twenty local police, fire, rescue and ambulance frequencies.
- Answers seven non-emergency telephone lines in a timely and professional manner.
- Follows emergency fire dispatch protocols in fire related emergencies until assistance arrives at the scene.
- Interacts with other law enforcement and communications agencies to obtain and relate information when necessary.
- Documents and forwards response times for ambulance services, fire departments, rescue squads and law enforcement agencies.
- Operates a computer aided dispatch system containing all data for calls to the center and maintains and retrieves documentation as needed.
- Monitors and responds to over four hundred burglar, fire, medical and panic alarms and dispatches the appropriate agency as necessary.

- Monitors the security system for the emergency operations center and the meteorological weather sentry and announces county wide weather alerts when necessary.
- Responds to numerous fire, medical and police alarms coming into the center from private security systems.
- Cooperates with local, state and federal agencies in the development and implementation of joint programs and operations related to emergency communications activities.
- Insures that all communications equipment is functioning properly and requests assistance from supervisors and other departmental personnel when necessary.
- Maintains contact with all units on assignment and the status and location of EMS and fire units.
- Handles sensitive and confidential information in an appropriate manner and assumes full accountability for the dissemination of this information.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school supplemented with coursework and training in the principles and practices associated with modern communications equipment and administration, emergency response agencies, law enforcement or closely related field; strong organizational, interpersonal and decision making skills; ability to communicate effectively and react quickly and calmly to emergency and/or stressful situations; familiarity with roadways and regions of Sevier County and the Great Smoky Mountains National Park; or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Considerable knowledge of the principles and practices of modern communications equipment, organization, administration and methods.
- Considerable knowledge of computer aided communications equipment and hardware components utilized for emergency communication and dispatch systems.
- Considerable knowledge radio protocols and policies and procedures established for the Sevier County E 911 Communication Center.
- Considerable knowledge of the Power Phone Dispatchers Medical Desk Reference and Fire Desk Reference Manuals.
- Considerable knowledge of State of Tennessee EMD guidelines and Sevier County EMS priority guidelines.
- Considerable knowledge of the functions and organization of other emergency response agencies and operations that interface with the E911 Communications Center.
- Considerable knowledge of established policies and procedures pertaining to the storage, maintenance and dissemination of sensitive and/or confidential information as established by the E 911 Communications Center.
- Considerable knowledge of roadways and geographic regions of Sevier County and the Great Smoky Mountains National Park.
- Ability to plan and organize job related activities and insure compliance with all established reporting requirement and deadlines.
- Ability to maintain a high degree of accuracy when dealing with very detailed information.
- Ability to maintain detailed and confidential information in an organized, accessible manner.
- Ability to establish and maintain effective working relationships with other communications

centers, co-workers, law enforcement and emergency response personnel and the public.

- Ability to react quickly and calmly in emergency situations and determine the proper course of action(s) to be taken in response including pre-arrival medical and fire instructions.
- Ability to effectively interpret and explain pertinent provisions of the rules and regulations of the Sevier County E 911 Communications Center.
- Ability to multi-task in a high stress environment.
- Ability to make appropriate job related decisions within established state and local regulations and departmental policies and procedures in a timely manner.
- Ability to acquire and utilize new job related information on the job when necessary.
- Skill in the operation of modern communications equipment including computer terminals and keyboards, multi-line phone systems, radio communications devices and mapping and E 911 applications.

Necessary Special Requirements

- Certification as an Emergency Medical Dispatcher.
- Certification as a Basic Communication Officer.
- Current CPR Certification.