

SAGADAHOC COUNTY POSITION DESCRIPTION

Department: Communications Center

Job Title: Public Safety Dispatcher **Pay Grade:** \$26.29 - \$33.58/hr
plus shift differentials

Job Relationship:

- A. Responsible to: Director, Sagadahoc County Communications Center
- B. Manner of Review and Approval of Work: Through direct observation of activities.

Employee Definition: Full-Time **Hours:** 40

Job Summary: To answer emergency and non-emergency calls for police, fire, and emergency medical services. Monitor the status of public safety units and resources and provide assistance to those in need.

Essential Duties and Responsibilities:

- Monitors telephones and radio in the dispatch center; answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay, and provide Emergency Medical and Fire instructions when applicable according to pre-established protocols.
- Dispatches Law Enforcement, Fire or EMS; contacts all required personnel and other local concerns in the event of an emergency situation; makes referrals and notifications to other agencies where needed.
- Maintains records; maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information.
- Operates all communication center equipment.
- Perform responsibilities outlined in the Communication Center's Standard Operating Procedures and other directives, oral or written.
- Performs other work as assigned.

This description is not an exhaustive list of duties and responsibilities associated with this position. While this is intended to reflect the current position, management reserves the right to revise these responsibilities or require other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, technological development, etc.)

Working Conditions and Job Hazards:

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. While performing the

duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to manipulate objects, keyboards or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is usually moderate.

Specifications/Qualifications:

- A. Education and training: High school graduate or equivalent with working knowledge of Maine State Statutes.
- B. Successfully completed a state and national criminal history check including fingerprinting.
- C. The ability to complete required Terminal Certification training within one year of employment.
- D. The ability to complete the required Emergency Medical Dispatch certification training within one year of employment.
- E. The ability to complete required E9-1-1 Operator Certification training within one year of employment.
- F. The ability to complete other training required to perform responsibilities of this Communications Center; classroom, OJT, etc.
- G. Possess computer and keyboard skills, as well as familiarity with office procedures and operation of communication center equipment.
- H. Significant interpersonal and communications skills, oral and written, used through a variety of mediums including radio, teletype and computers.
- I. The ability to work independently as well as a team member, working diplomatically and effectively with the public and under adversely stressful situations with strict attention to detail.
- J. The ability to establish and maintain a professional rapport with employees.

The duties above 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 position.

Sagadahoc County is an Equal Opportunity Employer. We proudly maintain a work environment free of discrimination and harassment. Hiring decisions are based on job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, sexual orientation, gender identity and/or expression, family, marital, civil union or domestic partnership status, past or present military service, or any other status protected by US law or the State of Maine. Fostering diversity and inclusion in our workforce is critical as a provider of essential services, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

The job description does not constitute an 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.

