

**DANE COUNTY
POSITION DESCRIPTION**

- Vacancy/New Hire
- Audit Request
- PD Update

Date: 11/13/09

Position No.

Dept. No. 385

1. **NAME OF EMPLOYEE:**

2. **DEPARTMENT/DIVISION:** Public Safety Communications

3. **WORK ADDRESS:** City-County Building, Room 109

4. **CLASSIFICATION OF POSITION:** G16/Communicator

5. **NAME AND CLASS OF FORMER INCUMBENT:**

6. **NAME/CLASS OF FIRST LINE SUPERVISOR:**

7. **APPROXIMATE DATES EMPLOYEE HAS BEEN PERFORMING WORK DESCRIBED BELOW:**

8. **DOES THIS POSITION SUPERVISE EMPLOYEES IN PERMANENT POSITIONS?**
 Yes No

9. **SUPERVISION RECEIVED:** General

10. **SUPERVISORY RESPONSIBILITIES:** None

11. _____
Employee Signature **Date**

12. _____
Supervisor Signature **Date**

13. _____
ERD Staff Signature **Date**

POSITION SUMMARY:

Communicators have a primary responsibility to process calls by answering emergency, non-emergency, and administrative telephone calls, properly questioning callers utilizing nationally recognized protocol and local policies and procedures, to determine location and nature of emergencies while simultaneously entering the information into the computer aided dispatch (CAD) system.

Calls for police, fire & EMS responses are dispatched using a public safety radio system, according to established procedure. Communicators monitor system status by continuous tracking of unit location and availability, maintaining support resource files, etc. and must provide answers and solutions for all non-emergency requests for information and services.

FUNCTIONS

FUNCTION A - %: Answer and process emergency & non emergency telephone calls

WORKER ACTIVITY

A1. Determine the location, nature of emergency, and obtain other pertinent information from callers with varying demeanors ranging from calm to hysterical

A2. Plan a course of action & explain to the caller how their call for service will be processed.

A3. Transfer callers as necessitated by the situation. This may include Language Line, Poison Control, or other Public Safety Answering Points (PSAPS) if the emergency is not within a jurisdiction that our agency works with.

A4. Query all silent calls with the TTY and attempt to call back phone numbers if a 911 disconnect is received.

A5. If the location of the emergency can't be determined initially, attempt to determine locations using other sources as necessitated by the situation. Other sources may include phone companies, reverse phone number directories, previous contact data-bases, and by plotting GPS coordinates on an interactive mapping system.

A6. Answer direct lines from other agencies including MedFlight, MG&E, local Police Departments.

A7. Answer the Wisconsin Drug Tip line.

A8. Answer work-station-specific lines from field units

FUNCTION B - %: Process calls for service using Computer Aided Dispatch system

WORKER ACTIVITY

B1. Enter calls for service at a precise location with an appropriate call type (ie Robbery, Trespassing, Attempted Suicide) and route them to the proper dispatcher for Law Enforcement, Fire, and Emergency Medical Services.

B2. Assign a priority to each call for service, ranking it from 1-9 with 1 being the highest priority in a timelife situation.

B3. Document the caller's vital information including their name, phone number, and address (which can be different than the location of the emergency).

B4. Document the circumstances of the emergency situation being as descriptive as possible. Determine out the who/whallwhen/where/why/how and including information related to the safety of responders.

B5. If an incident is moving, a suspect has fled, or it occurred in another jurisdiction notify other agencies (geographically determined).

FUNCTION C - %: Follow Emergency Dispatch Protocols

WORKER ACTIVITY

C1. For fire and medical emergency calls, utilize the proper emergency dispatch protocol system to query the caller with specific questions.

C2. Provide approved post-dispatch and pre-arrival instructions to callers.

When possible and appropriate, remain on the line with all unstable patients. Both basic information and time-life information is provided to caller. Examples of this include, "Unlock the door & turn on the outside light", "I'm going to tell you how to give mouth-to-mouth", "Do NOT use a tourniquet", "I'm going to tell you how to help deliver the baby" or "If anything changes call me back immediately for further instructions."

C4. Determine if there is a need for law enforcement to co-respond, obtaining any pertinent safety information for responders.

FUNCTION D - %: Dispatch Law Enforcement resources

WORKER ACTIVITY

D1. Prioritize and dispatch emergency, routine and non-emergency calls for service for Madison Police, Dane County Sheriff and other municipalities.

D2. Monitor the safety, status and location of field units.

D3. Respond to radio transmissions from field units and act on their request.

D4. In addition to the assigned dispatch radio channel, monitor other main radio channels,

D5. Receive radio requests from officers for specific data and record checks.

D6. During tactical channel operations; set up channel patches as required, monitor safety, status and location of all officers on the channels, respond to radio transmissions from officers and act on their requests, document search/entry/custody times.

D7. Coordinate with other dispatch desks and tactical operations.

FUNCTION E - %: Dispatch Fire and EMS resources

WORKER ACTIVITY

E1. Dispatch all calls for service.

E2. Monitor safety, status and location of all EMS and fire units.

E3. Respond to all radio transmissions from Emergency Medical Technicians and fire units. Act on their radio requests including coordinating mutual aid responses.

E4. Use Madison Fire Department Fire Inspection System to find properly owners/responsible parties and telephone them.

E5. Set up radio patches between ambulances and hospitals.

E6. Notify utility companies and Red Cross as needed.

E7. Advise duty supervisor when notifications according to protocol need to be made (ie. Notifying emergency management).

E8. Coordinate with other dispatch desks and tactical operations.

FUNCTION F - %: Data, Resources, and Policy Changes

WORKER ACTIVITY

F1. Respond to radio transmissions from various field units.

- F2. Operate State of Wisconsin T.I.M.E. system (Transaction Information for Management of Enforcement) to query information and relay it field responders, as directed enter or cancel missing/wanted persons and stolen vehicles/items.
- F3. Operate agency provided record systems including performing queries and entries as requested by field users.
- F4. Utilize a variety of other systems/sources to gather information for field responders.
- F5. Make telephone calls per officer's requests for reasons such as requesting wreckers, making notifications, locating key holders, etc.
- F6. Stay current with policy changes and additions.

POSITION REQUIREMENTS

Education and experience: Must have graduated from high school. Demonstrated ability to multi-task. Previous experience dispatching law enforcement, fire and/or emergency medical services is desirable. Extra credit may be awarded to individuals with verifiable previous experience.

Certifications: Must earn and maintain NAED EMD & EFD as well as WI TIME system certification and AHA CPR.

Licenses: None

KNOWLEDGE, SKILLS AND ABILITIES:

See Class Specification

PHYSICAL DEMANDS: Communicators must be able to remain at their work stations for extended periods of time, including while eating meals. Depending on work load, un-scheduled breaks may not be possible.

WORK ENVIRONMENT:

Communicators work within an organization structured on a formal chain of command. Communicator initially have no choice on which shifts they are assigned and may have their work schedules changed on short notice, regardless of personal considerations or childcare needs. Communicators must report for duty as ordered in emergencies such as severe weather or disasters, regardless of personal considerations or childcare needs.

Communicators work in a secure virtually windowless facility and usually will not be allowed to leave their workstation for other than brief breaks as the workload allows.

Communicators work in an often noisy and distracting environment and must be able to concentrate on their jobs for extended time periods while other personnel are taking calls, people are walking around them, and conversations are taking place in close proximity to them.