

NEW CASTLE COUNTY GOVERNMENT

Number 1073

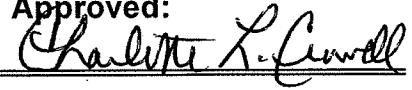
CLASS SPECIFICATION

Page 1 of 2

Date 08/13/07

Title: FIRE/MEDICAL COMMUNICATIONS SPECIALIST

Approved:



GENERAL STATEMENT OF DUTIES: Receives, processes, and prioritizes fire, rescue, and medical emergency incident information and dispatches the appropriate services to respond to the incident in conjunction with the County-wide electronic computer-aided 9-1-1 emergency communications system; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work in the Fire/Emergency Medical Services Section of the Emergency Communications Division. The work involves receiving and processing emergency incident information, triaging the information, and assigning and coordinating the appropriate fire and ambulance stations and required equipment to respond to the incident. This employee utilizes a computer-aided dispatch (CAD) system computer, an Automatic Vehicle Locator computer system, a laser disc mapping system, associated terminals and printers, other related hardware, various radio systems, and other computerized information systems, such as the Delaware Emergency Reporting Information Network. The employee serves as liaison with volunteer fire companies and must keep up with all required procedures of the various fire stations. The employee also serves as liaison with the Emergency Medical Services Division and other public service agencies, including the Medical Center of Delaware, and, after appropriate training, may give instructions to callers as needed prior to the arrival of the ambulance. Responsibilities include working with the Enhanced 9-1-1 system to research the origin of calls and initiate call-back on disconnected calls as needed. Responsibilities also include coordinating, maintaining, and disseminating a wide variety of logistical support information and operating a mobile communications unit as needed. Work is performed under the general supervision of the Fire/Medical Communications Supervisor or other designated supervisor.

EXAMPLES OF WORK: (Illustrative Only):

- Receives, processes, and triages emergency incident information;
- Dispatches and coordinates the appropriate fire and ambulance stations and required equipment to respond to the incident;
- Monitors and maintains a constant update of all mobile units in service in the field including their status, location and conditions;
- Utilizes a variety of computer systems, ancillary equipment, printers, radios, and telephones to carry out the work;
- Researches the origin of calls and initiates call-back on disconnected calls using the Enhanced 9-1-1 system;
- Reviews operating procedures, reference materials, maps, directories, emergency and disaster plans, training information and other related information;
- Stays abreast of all procedures and protocols of individual fire companies and other related agencies;
- Provides information on special hazards to field units;

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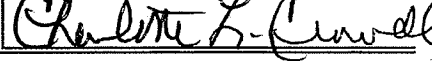
CLASS SPECIFICATION

Page 2 of 2

Date 08/13/07

Title: FIRE/MEDICAL COMMUNICATIONS SPECIALIST

Approved:



- Updates and maintains mercantile files, geographic files, fire station apparatus files, premise history information, protocols, procedures, reference books, and other work-related information;
- Keeps records on incidents and statistics and prepares reports concerning the work;
- Initiates the start-up and maintains the daily operation of the data processing system;
- Utilizes the Automatic Vehicle Locator or other device to determine the location of vehicles and the closest available unit to dispatch to an incident;
- Utilizes the laser disc computer mapping system as an aid in determining the exact location of an incident;
- Works with the Land Use Department to develop and assign street addresses to new housing and inputs this information into the computer system;
- Notifies news media of mass emergency information such as sudden chemical releases and provides list of fire incidents for daily newspapers;
- Works with the Delaware Emergency Reporting Information Network to obtain information on hazardous materials and transmits information to the field as necessary;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of the geography, streets, roads, and highway system of New Castle County; good knowledge of federal and state regulations governing radio transmissions; good knowledge of public safety services; alertness and skill in detecting the nature and magnitude of emergencies; ability to speak calmly and clearly in an emergency situation; ability to work with computer systems and related equipment, information systems, multiple telephone lines, and radios; ability to understand and follow procedures and protocols of numerous fire and ambulance stations and related public service agencies; ability to exercise sound judgment and to carry out functions effectively under stressful conditions; ability to develop effective working relationships with others; courtesy and tact in dealing with the public; ability to type at least 30 words per minute; bilingual ability may also be required.

ACCEPTABLE EXPERIENCE AND TRAINING: At least one year experience as an Emergency Call Operator or at least one year experience in radio communications in the fire, medical, or police services, and completion of a high school diploma or GED.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination, background check and psychological examination. Successful completion of on-the-job training classes is also required.

HISTORY OF REVISIONS:

Established: 04/05/93
Revised: 07/01/97
Revised: 05/01/01
Revised: 08/13/07