



# LARAMIE COUNTY

## JOB DESCRIPTION

**TITLE:** Emergency Communications Dispatcher

**FLSA:** Non-Exempt

**DEPARTMENT:** Combined Communications

**REVISED:**

**Summary:** Under direct supervision, facilitates emergency and routine public safety communications between the general public, public safety responders and their respective support agencies; utilizes specialized radio, telephone and computer systems in order to prevent or lessen the likelihood of loss of life or property.

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Responds to telephone calls from the public, supported agencies and outside agencies in relation to requests for emergency assistance, routine assistance and general information; initiates telephone calls to facilitate the exchange of information as required.
- Identifies and coordinates Emergency Medical Dispatch (EMD) calls, including guiding callers through basic medical/first aid steps to be taken until the arrival of qualified responders.
- Utilizes a Computer Aided Dispatch (CAD) System to enter calls for service, responder status, and to add pertinent information in relation to calls for service and/or responder activities; prioritizes calls for service and monitors responder status; conducts research on names, locations, phone numbers, vehicles and property in conjunction with medical or law enforcement situations.
- Tracks responders through the combined use of telephone, radio and CAD systems; ensures the expedient dispatch of appropriate responders.
- Utilizes various radio frequencies in order to communicate effectively with relevant government and civilian entities; ensures a safe and expedient response to emergencies and routine calls.
- Coordinates the flow of information between public safety responders to both governmental and civilian support agencies, including notification of malfunctioning traffic signals and need for tow trucks.
- Utilizes the Criminal Justice Information System (CJIS) to make inquiries in relation to persons and property; conducts research regarding driver's licenses, driver history, vehicle registration and criminal history.
- Conducts information quality control; ensures accuracy and completeness of information gathered.
- Maintains, monitors and activates the Emergency Warning System including providing advanced warning to County residents regarding imminent danger, providing alerts to the possibility of danger, and performing monthly system tests.
- Performs other duties as assigned or required.



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### **Knowledge and Skills:**

- Knowledge of dispatch and emergency response processes and activities.
- Knowledge of dispatch technology and tools.
- Knowledge of emergency response standards and protocol.
- Knowledge of Emergency Medical Dispatch practices and standards.
- Knowledge of law enforcement, fire suppression, and emergency medical technology, terminology, and practices.
- Knowledge of weather watch and warning systems.
  
- Skill in coordinating dispatch/emergency response assistance.
- Skill in providing necessary instruction or information pertinent to citizen and officer well being.
- Skill in utilizing telephone, radio and CAD systems to ensure expedient/safe dispatch assistance.
- Skill in liaising with relevant internal and external parties in relation to the delivery of dispatch services.
- Skill in ensuring accuracy and completeness of all relevant dispatch information gathered.
- Skill in monitoring and maintaining emergency response systems.

### **Minimum Qualifications:**

High School Diploma or equivalent; Must have POST Dispatch Certification, EMD Certification, CPR Certification, and Terminal Operators License issued by the State of Wyoming within 24 months of hire.