

3399  
P-14/15

## EMERGENCY DISPATCH AIDE/EMERGENCY DISPATCH AIDE, SENIOR

### NATURE AND VARIETY OF WORK

This is entry level trainee work involved in the operation of the Computer Aided Dispatch (CAD) system and related equipment at the dispatch centers. Incumbents participate in a comprehensive training program as prescribed by departmental policy and are assigned to rotating shifts. Work is performed under close supervision of a designated supervisor.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Receives training on Computer Aided Dispatch (CAD) and related communications and computerized equipment as appropriate.

Receives incoming calls on emergency or non-emergency lines, determines type of service required and elicits/transmits required information, including those from distressed or irate callers.

Receives training in applicable codes, laws and procedures including FCC rules and regulations and telecommunications procedures.

Enters/retrieves pertinent information onto/from computer files or complaint cards.

Receives training in fundamentals of dispatching on various radio/emergency channels utilized by Prince George's County.

Initiates calls/requests for service in accordance with applicable procedures.

May be assigned various other clerical duties as necessary.

Maintains/prepares various logs and records pertinent to operations.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Basic knowledge of a keyboard.

Basic knowledge of the geography of Prince George's County.

Good communication skills – ability to communicate effectively, clearly, and distinctly, often under difficult or emotional conditions.

Ability to obtain essential information by telephone from excited persons.

Ability to react quickly and calmly under emergency conditions in order to respond in a positive nature and helpful manner.

Ability to maintain confidentiality of working information and restrict the use of such information to Division.

Ability to establish and maintain good working relationships with fellow employees, the general public, and personnel from other agencies.

Must exercise patience and mature judgment.

Must possess good visual and hearing acuity.

MINIMUM QUALIFICATIONS

High school graduate or equivalent with coursework in typing, general business, office practices or other related clerical fields or equivalent combination of related training, education and experience.

SPECIAL REQUIREMENTS FOR EMERGENCY DISPATCH AIDE, SENIOR

Upon the satisfactory completion of five (5) years at the Emergency Dispatch Aide level, and with the approval of the Director, the incumbent will be moved to the Emergency Dispatch Aide, Senior, grade P-13, and receive a five percent (5%) increase in their base rate of pay.