

EMERGENCY DISPATCHER IV

NATURE AND VARIETY OF WORK

This is highly responsible professional, supervisory and administrative communications work performed in support of the County's Emergency Dispatcher Program. As Emergency Dispatcher IV, primary responsibilities include overall day-to-day supervising, planning, coordinating and appraising the activities of subordinate dispatcher employees in order to accomplish organizational goals and objectives as an integral part of the County's Emergency Dispatch Program. Work is performed under general supervision of a designated supervisor and is evaluated through conferences, reports and observations.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Exercises the full range of supervisory duties and responsibilities over subordinate positions.

Participates in the hiring and the promotional process for subordinate dispatchers.

Evaluates/prepares performance appraisals on subordinates.

Develops/supervises/monitors/updates training programs for subordinate dispatchers.

Monitors the functional operations of the telecommunications hardware and software.

Directs the operation of the Fire Emergency Operations Center.

Creates/updates communication Standard Operating Procedures and operating manuals.

Cross reference activities with the County Police Department.

Drafts new radio and Computer Aided Dispatch (CAD) procedures and the Federal Communications Commission.

Coordinates activities with the Office of Emergency Preparedness in instances where mass communication is required.

Coordinates all time sheets for E.O.C. personnel.

Prepares weekly and monthly operational activity and training reports.

Assumes responsibility for the Fire Department communication master tapes.

Attends incident critiques as the communications representative.

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

Extensive knowledge of personnel practices and procedures.

Extensive knowledge of Computer Aided Dispatch operation and procedures.

Extensive knowledge of departmental Standard Operating Procedures, General Orders and operational memorandums.

Extensive knowledge of County geography.

Ability to communicate effectively both orally and in writing.

Ability to operate the CAD system and related equipment with a high degree of skill.

Ability to supervise, delegate, and monitor subordinate level employee activity.

Ability to train new employees to a set standard.

Ability to maintain current employees' training and knowledge to a set standard.

Ability to identify and assess problem areas and to recommend and implement effective solutions.

Ability to establish and maintain effective working relationships with individuals at all levels.

MINIMUM QUALIFICATIONS

High school graduate or GED plus four (4) years experience in dispatching and two (2) years experience at a level equivalent to the Emergency Dispatcher III or equivalent combination 3403 – Emergency Dispatcher IV

of related training, education and experience.

CONDITIONS OF EMPLOYMENT

Must be certified as a Maryland State level I Instructor.

Must be a Maryland State Certified First Responder.

NEW: CB-110-1992