



Position Description

Job Title: Federal Emergency Response Team Communications Personnel
Date: October 2015
Department: Operations & Office of Emergency Management (OEM)
Status: Non-Exempt
Reports To: Varies depending upon assignment

SUMMARY: Emergency Dispatchers will receive and prioritize incoming information and telephone calls. He/She will process information using a computer-aided-dispatch (CAD) system. The Emergency Dispatcher will monitor working units in the field or deployed/serviced area along with the retrieval and entering of computer data for emergency response personnel within the deployed/serviced area.

1. **RESPONSIBILITIES:** The major responsibilities of the Federal ERT Dispatcher are:
 - 1.1. Ensure self readiness.
 - 1.2. Understand and comply with ICS and NIMS concepts and principles.
 - 1.3. Contact the STL or appropriate incident personnel with problems encountered on the incident, including mechanical, human resources, operational, and/or logistical.
 - 1.4. Establish and maintain positive interpersonal and interagency working relationships.
 - 1.5. Obtain and record information as specified by STL or as directed by Forward Command leadership.
 - 1.6. Maintains confidential all information obtained in the course of a deployment unless directed by AMR authorities or required by law to share such information.
 - 1.7. Refuses to participate in unethical procedures, and assumes the responsibility to report incompetence or unethical conduct to the appropriate authority.
 - 1.8. Operates an EMS Computer-Aided Dispatching console consisting of a multi-button telephone system, base radio, and computer terminal.
 - 1.9. Answer incoming calls and extracts necessary information from callers.
 - 1.10. Evaluates incoming calls to determine the nature and urgency of the call.
 - 1.11. Keeps track of the status and location of all EMS personnel and vehicles.
 - 1.12. Transmits messages and information to EMS units as needed.
 - 1.13. Responsibilities At Scene
 - 1.13.a. Report for assignment(s) as directed.
 - 1.13.b. Obtain orientation to local theater of operation.
 - 1.13.c. Facilities, support services, and material at the incident should be provided by Logistics Section, however, these resources may not be in place in the early stages of a disaster so Federal ERT Dispatcher should be self-sufficient for up to 72 hours.

- 1.14. Responsibilities – Demobilization
 - 1.14.a. The Federal ERT Dispatcher should not leave the theater of operations without receiving departure instructions from their manager.
 - 1.14.b. Complete and submit demobilization check-out forms.
 - 1.14.c. Return all communications and other equipment on loan for the incident.
 - 1.14.d. Reviews return travel procedures with manager.

2. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- 2.1. Work multiple time sensitive tasks and issues in response to visual and sound stimuli with a high degree of accuracy.
- 2.2. Ability to type a minimum of 30-35 words per minute while speaking with callers.
- 2.3. Ability to condense large amounts of information into readable, sensible typed remarks and recollection of numerous acronyms and coeds essential to various situations.
- 2.4. Have knowledge of basic computer data entry.

3. MINIMUM QUALIFICATIONS:

- 3.1. Successful completion of the following ICS Courses:
 - 3.1.a. ICS 100.b – Introduction to Incident Command
 - 3.1.b. ICS 700.a – NIMS Introduction
 - 3.1.c. ICS 800.b – NRF, An Introduction
- 3.2. Able to meet the physical and mental requirements as outlined below.
- 3.3. Current and valid State Telecommunicator Certification, APCO or equivalent recognized Telecommunicator certification.

4. STRESS FACTORS:

- 4.1. Occasionally: Repetitive tasks, high pressure, rapidly changing, high-risk environment.
- 4.2. Frequently: Intense tasks, prolonged stand-by periods.

5. PHYSICAL REQUIREMENTS:

- 5.1. Must be healthy enough to function under field conditions, which may include all or some of the following:
 - 5.1.a. Extended (>12hr) shifts, austere conditions (possibly no showers, housing in tents, portable toilets)
 - 5.1.b. Extreme weather conditions (long exposure to heat and humidity, lack of air conditioning, extreme cold, or wet environments)
 - 5.1.c. Long periods of standing
- 5.2. Individuals should not require personal medications that need refrigeration of any kind.
- 5.3. Should not have any physical conditions, impairments, or restrictions that would preclude them from participating in the moving and lifting of patients and/or equipment and supplies.

6. WORKING ENVIRONMENT:

- 6.1. Occasionally: Works alone.
- 6.2. Frequently: Face-to-face contact with others,
- 6.3. Constantly: Works around others, verbal contact with others, outside shift work, day or night hours.

7. MENTAL REQUIREMENTS:

- 7.1. Occasionally: Simple reading, simple math skills,

- 7.2. Frequently: Simple writing, judgment, reasoning.
- 7.3. Constantly: Decision-making.

8. EQUIPMENT USED:

- 8.1. Occasionally: Fax, copy machine, stapler
- 8.2. Constantly: Telephone, Computer Aided Dispatch program, personal computer