

**Delaware County
E911 Trust Authority**
POSITION DESCRIPTION

Title: Emergency Communications Specialist	Department: Delaware County E-911 Trust Authority Board
Reports to: Emergency Communications Supervisor/PSAP Director/Board	FLSA Status: Non Exempt
Approval Date: March 18, 2024	Revision Date: N/A

POSITION PROFILE

The Emergency Communications Specialist plays a crucial role as the first responders in emergency situations. They serve as a vital link between the public and emergency responders, ensuring the safety and well-being of individuals in distress. This position involves staffing a 24/7 emergency telecommunications center and requires availability for all shifts and overtime as needed. This is a safety sensitive position.

ESSENTIAL FUNCTIONS OF THE JOB

The intent of this job description is to provide a representative summary of the primary duties and responsibilities performed by incumbents in this position. The duties and responsibilities described herein are not a comprehensive list and may change with or without notice. Incumbents must be able to perform the essential functions of the position with or without reasonable accommodation.

- Receive incoming 911 emergency calls promptly and professionally.
- Gather essential information from callers, including location, nature of the emergency, and any pertinent details.
- Assess the severity of each situation and prioritize calls based on urgency.
- Maintain accurate records of calls and dispatch activities, and provide clear instructions to callers.
- Utilize computer-aided dispatch systems to accurately record and relay information to emergency responders with a safety-first approach.
- Help callers communicate with emergency responders, giving updates and assistance as needed.
- Remain composed and empathetic while interacting with callers, especially in high-stress or emotional situations.
- Collaborate closely with fellow dispatchers, supervisors, and emergency services personnel to ensure a coordinated and efficient response to emergencies.
- Adhere to established protocols, procedures, laws, and confidentiality guidelines at all times.
- Performs other duties as required and/or assigned.

EDUCATION and /or Experience:

- High school diploma or equivalent; additional education or training in emergency services or communications is preferred.
- Prior experience in a fast-paced customer service or call center environment is preferred.
- Excellent verbal communication skills, with the ability to speak clearly and effectively under pressure.
- Strong interpersonal skills and the ability to remain calm and composed in stressful situations.
- Proficiency in operating computer systems and familiarity with dispatch software or similar tools.
- Ability to multitask and prioritize tasks efficiently while maintaining attention to detail.
- Willingness to work irregular hours, including evenings, weekends, and holidays, in a 24/7 operational environment.
- Capacity to work effectively as part of a team and follow established procedures and protocols.
- Empathy, compassion, and a commitment to providing exceptional service to callers in distress.
- Completion of Oklahoma Law Enforcement Telecommunication System (OLETS) certification upon employment

QUALIFICATIONS

- Must be at least 18 of age.

REQUIREMENTS

The Communications Specialist must pass a pre-employment background check which may include, but not be limited to, security clearance conducted by the Delaware County E-911, pre-employment and random drug testing, pre-employment physical and tb test. The Communications Specialist must possess strong computer skills and be OLETS (Oklahoma Law Enforcement Telecommunications System) Certified or must obtain OLETS Certification (Oklahoma Law Enforcement Telecommunications System) at first available opportunity.

PHYSICAL DEMANDS

Working conditions as the Communications Specialist are primarily indoors with some travel required. Irregular hours of work and overtime shifts are required, including nights and weekends. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee occasionally is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is required to sit and/or stand for extended periods of time and on occasion climb or balance. The Communications Specialist must occasionally lift and/or move up to fifteen (15) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The

Excellent verbal communication skills are required, with the ability to speak clearly and effectively.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level is low to moderate. The employee will be sitting for prolonged periods of time. The employee will be working with stressful situations at times due to multiple incoming calls, including some parties that may be hostile, angry, ill, scared or suicidal. The employee may be exposed to risks associated in attempting to resolve issues with extremely irate or difficult people.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. The duties and responsibilities listed within this job description are subject to change or reassignment by management at any time.

I have read the above job description and received a copy of said description. I understand and am fully aware of the requirements of the position. I hereby acknowledge and agree that I am capable of fulfilling all job duties and requirements, including the physical requirements, and that I am fully able to comply with the job description.

Employee Name (Please Print)

Date

Employee Signature

Date