

GARRETT COUNTY GOVERNMENT

JOB DESCRIPTION

JOB TITLE: 911 Specialist
DEPARTMENT: Emergency Management
DIVISION: 911/ Fire and Rescue Communications
REPORTS TO: Director of Emergency Management
FLSA STATUS: Non-Exempt

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

JOB SUMMARY:

This critical position involves receiving and dispatching emergency and non-emergency calls and radio requests to ensure rapid and effective public safety responses across law enforcement, fire, and emergency medical services. This is an entry level position.

ESSENTIAL JOB FUNCTIONS (not all inclusive):

- Receive, assess, and prioritize 911 and non-emergency calls from the public and other agencies.
- Dispatch appropriate emergency services (Fire, EMS).
- Provide lifesaving instructions using Emergency protocols.
- Operate and monitor multi-line telephone systems, public safety radio networks, and Computer-Aided Dispatch (CAD) software.
- Maintain detailed logs of all communications and status updates for field units.
- Monitor severe weather, alert systems (NAWAS), and emergency alerts.
- Pages after-hours agencies as needed and required.
- Maintain communications with all units in the field during each event.
- Transmit received weather warnings to designated agencies; monitor various alert systems and take appropriate action when they are activated.
- Communicate effectively and calmly under pressure while multitasking.
- Coordinate, establish and maintain effective working relationships with other local and state agencies.
- Other duties may be assigned.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

Education and Experience:

- Must be 18 years of age or older.
- High school diploma or equivalent.

Knowledge, Skills, and Abilities:

- Strong communication, typing, and computer skills.
- Ability to work rotating shifts including nights, weekends, and holidays.

- Must be able to perform multiple duties at one time dealing with time constraints.
- Capacity to remain composed in high-stress, emergency situations.
- Knowledge of Garrett County Geography and the location of emergency facilities.
- Working knowledge of fire and rescue operations.
- Ability to communicate and deal with the public in a professional manner.

Preferred Qualifications:

- Prior experience in emergency dispatch or emergency services.
- Firefighter basic training.
- Emergency Medical Responder or Emergency Medical Technician.
- Certifications in Priority Dispatch protocols.

Certificates and Licenses:

- Valid driver's license
- Required to acquire and maintain certifications in International Academies of Emergency Dispatch-EMD, EFD, and EPD within 6 months of hire permitting availability of IAED courses.
- Required to acquire and maintain CPR certification

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Must have the ability to perform under stressful situations and work extended hours.
- Must be able to sit and/or stand for extended periods.
- Must be able to work shifts which may require working alone without the ability to take breaks or leave the work area for extended periods.
- This job is generally office work, but occasionally requires exertion during disaster situations, including damage assessment in the field, equipment maintenance, and inspection in various environments.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- During normal operations, the work environment is completely enclosed in a secure area with limited or no contact from the public. The work environment is often very stressful. The job requires 24-hour/seven day a week availability, frequently demands being called in during adverse conditions and may require extended work periods.