**Emergency Communications Specialist**

**Purpose (Summary) of the Position**

An emergency communications specialist serves as the vital communications link between the public needing help and emergency services response. This entails the ability to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including but not limited to law enforcement, fire, and emergency medical services; triaging those requests for service, providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

**Representative Tasks**

• Triage requests for emergency services, recognizing if a call is received from telephone, text, video, or an automated data feed.

• Demonstrating clear and effective communications with active listening, call control, judgment, respect, and empathy.

• Providing pre-arrival and post-dispatch instructions to those that are requiring assistance during high stress situations, such as cardiopulmonary resuscitation (CPR), childbirth, hemorrhaging, active shooter, and entrapments.

• Ascertaining incident information by obtaining and verifying caller information and location, using all available data, to determine the nature of the incident and provide information to emergency services either verbally and/or digitally.

• Utilizing proper resources to assist with callers who have mental health or language barriers to ensure appropriate emergency services are rendered.

• Determining caller location by using geographic knowledge, tools, and location tracking capabilities when available.

• Maintaining communications during life-threatening emergencies, providing safety/lifesaving instructions, and maintaining control of the conversation until field units arrive on scene.

• Using training and operational protocols to take appropriate action such as relaying critical information, dispatching emergency response services, or referring callers to other agencies.

• Demonstrating clear and effective communications and active listening with public safety responders using appropriate terminology, codes, and signals. Relaying initial information for dispatch accurately, reviewing the call for service details, *and assuming incident command until first responders arrive.*

• Conducting safety status checks of responders and using other available technology to ensure on-scene responders’ safety.

• Operating emergency, administrative, and backup communications systems effectively.

• Interpreting local and regional geography to quickly and accurately identify the location of the emergency to improve response times of field responders.

• Operating multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), state and federal clearinghouses, call handling including teletypewriter (TTY) and text-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems.

**Knowledge, skills and abilities**

• Skill in notifying key personnel of critical incidents, using judgement to determine the need to contact other law enforcement and public safety agencies for additional information and resources as needed , or relaying information regarding information regarding incidents and situational awareness.

• Ability to use logic, critical thinking, and reasoning to reach conclusions and solve problems.

• Ability to interpret and apply policies, procedures and guidelines.

•Ability to maintain confidentiality of sensitive information and situations.

• Ability to communicate clearly, concisely, and effectively.

• Ability to maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies.

• Skill in handling multiple tasks in emergency and non-emergency situations.

• Ability to obtain information from hostile, confusing, and emotional callers.

• Ability to provide professional customer service.

• Ability to recall names, numbers, and locations accurately

• Skill in reading and interpreting geographical spatial data and maps.

• Ability to operate computer systems with specialized software and enter data via keyboard with speed and accuracy.

• Ability to organize and prioritize work to meet deadlines and accomplish tasks.

• Ability to use *judgment and decision-making skills* to rapidly evaluate situations, establish priorities, resolve matters, and pass on information, as needed.

**Minimum Requirements**

* High School diploma or equivalent
* Must pass a background investigation that meets all local, state, and federal requirements
* Must be able to work days, evenings, nights, weekends and holidays to ensure 24/7 coverage at minimum staffing levels
* Proficiency in written and spoken American English

**Work Environment**

* The position may be asked to work shifts at any time of the day, including nights, weekends and holidays.
* Work is performed in an emergency communications center. The work can fluctuate from minimal to fast-paced and high call volume. The position deals with crisis situations that require quick decisions involving people, resources, and property, often with limited direction.
* The position will be exposed to stressful situations and emotional callers.

**Physical Requirements**

This work is sedentary and requires little to no exertion of force. Work regularly requires speaking. Frequent motor skills are required including the use of hands and fingers to type, handle, reach and feel which can involve repetitive motions. Work requires close vision, distance vision, ability to adjust focus, depth perception, and peripheral vision. Clear and concise verbal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications, and/or make fine distinctions in sound. Work requires preparing and analyzing written or computer data. Work requires exposure to loud noises, extreme emotions, and stressful environments. Work is generally indoors and in a moderately noisy location, surrounded by others talking on the phone or radio.

**Licensing and Certification**

Must be able to obtain the following mandatory certifications:

* Certification as an Emergency Telecommunicator
* Certification as an Emergency Fire Dispatcher
* Certification as an Emergency Medical Dispatcher (inherent in this certification is completion of approved CPR training)
* Certification on use of 911 call handling equipment and state policy
* Maine EMS License as an EMD Dispatcher
* Certification in METRO/NCIC