



Northwest EMS Job Description

Dispatcher

EEOC CATEGORY: Subordinate

PAY GROUP: Hourly

FLSA STATUS: Non-Exempt

SUMMARY OF POSITION

The fundamental reason this classification exists is to operate EMS Computer-Aided Dispatching and other related communications equipment to quickly and accurately receive and transmit information of an emergency nature for NWEMS and surrounding communities. Work involves evaluating incoming calls to determine the appropriate level of EMS assistance required, dispatching units, and transmitting information and messages upon request and/or according to established procedures. Employees are expected to demonstrate extensive communications skills and to exercise considerable judgment under pressure. Shift work is required.

ORGANIZATIONAL RELATIONSHIPS

1. *Reports to:* Dispatch Captain
2. *Other:* Has frequent contact with other emergency agencies, other department employees, City officials, and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Operates a EMS Computer-Aided Dispatching console consisting of a computer-based telephone system and radio console;
- Answers incoming calls and extracts necessary information from citizens;
- Evaluates incoming calls to determine the nature and urgency of the call;
- Dispatches the appropriate Fire/EMS unit(s);
- Keeps track of the status and location of all Ambulances and Supervisors;
- Transmits messages and information to Fire/EMS units responding to calls;
- Provides emergency medical self-help to citizens while EMS units are enroute;
- Establishes "patch" communications between the field emergency personnel and base hospital;
- Contacts outside agencies and other City departments to coordinate aid (i.e., contacts utility companies to inform that wires are down or to arrange for electrical shut-offs, contacts the Water Services Department to arrange for water turn-off, contacts the Police Department for police assistance);

- Answers routine questions or refers calls to appropriate agencies on non-EMS inquiries;
- Consults supervisor on non-routine matters.
- Attends in-service training classes to upgrade emergency medical knowledge in order to maintain required certifications;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

OTHER DUTIES AND RESPONSIBILITIES.

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Emergency medical procedures.
- Northwest EMS communications dispatching procedures.
- The street system and geographical layout of Tomball and surrounding service areas throughout Harris and Montgomery Counties.
- Medical terminology.

Skill in:

- The operation of a computer-based telephone system and radio console.
- The use of the Computer Aided Dispatch System.

Ability to:

- Communicate orally in the English language with the public or co-workers in face-to-face one-on-one settings or using a telephone.
- Remain calm and effective under heavy workloads and in emergency situations.
- Exercise good judgment in emergency situations.
- Determine priorities of emergencies.
- Obtain and act on information quickly and accurately in emergency situations.
- Work evenings, nights, weekends and holidays to maintain 24-hour coverage of the emergency dispatch system.
- Understand and follow oral and written instructions in the English language.
- Work cooperatively with other employees and the public.
- Comprehend and make inferences from written materials such as operations manuals.

- Learn job-related material through oral instruction and observation, and through structured lecture and reading to effectively perform job duties. This learning takes place in an on-the-job training setting, and in a classroom setting.
- Enter data or information into a terminal, PC or other keyboard device requiring continuous or repetitive hand/arm movements.
- Remain sitting for extended periods of time.
- Learn street locations, station locations, and geography of the areas served.
- Learn to operate communications equipment (computer-based telephones and radios).
- Learn NWEMS organization, policies, and operating procedures.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.
- Must be able to pass the NWEMS Emergency Medical Dispatch program within 6 months of hire and maintain certification during employment.
- Must possess CPR certification at time of hire and maintain during employment.

CERTIFICATES AND LICENSES REQUIRED

Current EMD & EFD Certification

Current Texas Drivers License

Current BLS certification

Qualifications

One year of experience in public contact work including experience in general typing. Emergency Medical Technician training is desirable. Other combinations of experience and education that meet the minimum requirements may be substituted.

SIGNATURES

Employee's Signature

Supervisor's Signature

Date

Date

Northwest Rural Emergency Medical Services is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Northwest EMS will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with employer.

ADA Information

This attachment provides information on the job relating to the Americans with Disabilities Act.

FREQUENCY DEFINITIONS

The following frequency definitions are to be used in completing the Physical Environment and the Non-Physical Environment sections of this form:

- C = Constantly (2/3 or more of the time)
- F = Frequently (from 1/3 to 2/3 of the time)
- O = Occasionally (up to 1/3 of the time)
- R = Rarely (less than one hour per week)
- N = Not Applicable (does not apply in this job)

PHYSICAL ENVIRONMENT

Descriptive examples of physical job actions (please use the letter corresponding to the appropriate frequency):

Requirement	Frequency	Example
Lifting : 250-300 lbs. (with a partner)	F	Patients from ground, bed, cars
Sitting:	F	Office work, driving
Standing:	F	On scene, sometimes extended standby times
Walking, on normal, flat surfaces:	F	Moving patients with stretcher
Walking, on uneven surfaces:	O	Moving patients from ditches, plowed fields, piers, etc.
Walking, on slippery surfaces:	F	Muddy fields
Driving:	C	Emergency and Non-emergency
Bending (from waist):	F	Treating and rescuing patients
Crouching/Squatting:	F	Treating and rescuing patients
Kneeling:	F	Treating and rescuing patients
Crawling:	O	Treating and rescuing patients
Twisting:	O	Treating and rescuing patients
Reaching:	F	Treating and rescuing patients
Balancing:	O	Treating and rescuing patients
Carrying:	F	Treating and rescuing patients
Pushing:	O	Treating and rescuing patients
Pulling:	F	Treating and rescuing patients
Throwing:	R	Treating and rescuing patients
Repetitive Motion:	F	Treating and rescuing patients, typing
Fingering (fine dexterity, picking, pinching):	C	Treating and rescuing patients, typing
Handling (seizing, holding, grasping):	C	Treating and rescuing patients
Wrist Motions (repetitive flexion/rotation):	C	Treating and rescuing patients typing
Feet (foot pedals):	F	Driving

SENSORY REQUIREMENTS

Descriptive examples of sensory demands (please use the letter corresponding to the appropriate frequency):

Sensory Demand	Frequency
Color (perceive/discriminate)	C
Sound (perceive/discriminate)	C
Taste (perceive/discriminate)	R
Odor (perceive/discriminate)	F
Depth (perceive/discriminate)	C
Texture (perceive/discriminate)	C
Visual (perceive/discriminate)	C
Oral Communications ability	C

NON-PHYSICAL ENVIRONMENT

Descriptive examples of non-physical demands (please use the letter corresponding to the appropriate frequency):

Non-Physical Demand	Frequency
Time Pressures (e.g., meeting deadlines)	C
Noisy/Distracting Environment	F
Performing Multiple Tasks Simultaneously	C
Danger/Physical Abuse	F
Deals With Difficult People	C
Periods of Idle time, Interspersed with Emergencies Requiring Intense Concentration	C
Emergency Situations	C
Tedious, Exacting Work	C
Works Closely with Others as Part of a Team	C
Works Alone	F
Irregular Schedule/Overtime	F
Frequent Change of Tasks	C
Other (describe)	O

WORK ENVIRONMENT

- Please describe the degree of physical activity and effort required to perform your job, as well as any associated safety hazards and the level of risk of personal injury or illness (if any):

Must be able to lift and carry patients of all sizes. Must be able to reach patients in various situations by any physical means necessary (walking, running, climbing, crawling, etc.).

- Please list your job exposure to environmental factors (if any), including extreme temperatures, respiratory hazards, airborne diseases, vibrations, loud noises, or other sources of discomfort:

May be exposed to infectious diseases, hazardous chemicals, and other dangerous substances. May encounter environmental extremes, violent individuals, and numerous other hazards.