

# NEW CASTLE COUNTY GOVERNMENT

Number: 1083

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Date: 02/04/2021

## CLASS SPECIFICATION

Title: TELECOMMUNICATOR I - FIRE/MEDICAL

Approved:



**GENERAL STATEMENT OF DUTIES:** An employee in this class receives, processes and prioritizes fire, rescue and medical emergency incident information and dispatches the appropriate services to respond to the incident in conjunction with the enhanced 9-1-1 telephone emergency answering service and computer-aided dispatch (CAD) system; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class performs responsible work in the Fire/Emergency Medical Services Section of the Emergency Communications Division. The work involves receiving and processing emergency incident information, triaging the information, and assigning and coordinating the appropriate fire and ambulance stations and required equipment to respond to the incident. This employee utilizes a CAD system, an Automatic Vehicle Locator (AVL) Computer system, associated terminals, printers, various radio systems and other computerized information systems. The employee serves as liaison with fire companies, emergency medical services and other medical facilities. The employee must maintain proficiency standards and certifications for police, fire, and medical protocols, a basic telecommunicator course and other continuing education requirements. Work is performed under general supervision and in accordance with standard operating procedures.

### **EXAMPLES OF WORK:** (Illustrative only)

- Communicates with patients, family members and third-party callers to ensure that all patient needs are addressed in an efficient and caring manner.
- Receives, processes, and triages emergency incident information;
- Dispatches and coordinates the appropriate fire and ambulance stations and required equipment to respond to the incident;
- Maintains a constant update of all mobile units in service in the field including their status, location and conditions;
- Utilizes a variety of computer systems, printers, radios, and telephones to carry out the work;
- Works with the enhanced 9-1-1 system to research the origin of calls and initiate callback on disconnected calls;
- Coordinates, maintains, and disseminates a wide variety of logistical support information;
- Reviews operating procedures, reference materials, maps, directories, emergency and disaster plans, training information and other related information;
- Stays abreast of all procedures and protocols of individual fire companies and other related agencies;
- Provides information on special hazards to field units;
- Updates and maintains mercantile files, fire station apparatus files, premise history information, protocols, procedures, reference books, and other work-related information;
- Keeps records on incidents and statistics and prepares reports concerning the work;
- Notifies news media of mass emergency information such as sudden chemical releases and provides list of fire incidents for daily newspapers;
- Participates in ongoing training sessions and critiques to include case review;

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Approved:



- Completes appropriate re-certifications, continuing education programs and examinations necessary to maintain required certifications;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Makes appropriate notification for additional required resources;
- Operates a personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of the geography, streets, roads, and highway system of New Castle County; good knowledge of federal and state regulations governing radio transmissions; good knowledge of public safety services; ability to multi-task and perform efficiently under stress with accuracy; ability to rapidly detect the nature and magnitude of emergencies; ability to speak in a clear, well-modulated voice in a calm and efficient manner; ability to work with computer systems and related equipment; ability to understand and follow procedures and protocols of numerous fire and ambulance stations, other agencies; ability to develop effective working relationships with others; ability type at least thirty (30) words per minute.

**MINIMUM QUALIFICATIONS:** Possession of a High School Diploma or GED and fulfillment of the requirements of a Public Safety Operator, two (2) consecutive years of overall satisfactory performance evaluations and an overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion. Or at least two (2) years' experience as an Emergency Dispatcher and at least (24) continuing education credits in a relevant course.

**PREFERRED QUALIFICATIONS:** Accumulate twenty-four (24) continuing education credits in a relevant course and active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee (for internal candidates)

**ADDITIONAL REQUIREMENTS:** Must successfully complete an approved training curriculum and maintain certifications in Police, Fire and Emergency Medical Protocols and a Basic Telecommunicator course. Must maintain continued favorable background throughout employment to maintain compliance with the rules and regulations to have access to Delaware Criminal Justice Information System - (DELJIS) and the National Crime Information Center (NCIC). Must maintain the ability to work shiftwork on a rotational basis as outlined in the Collective Bargaining Agreement (CBA), subject to change with future negotiations. Must also pass a Class III County physical and psychological examination, and background check.

### HISTORY OF REVISIONS:

Established: 01/26/10  
Revised: 05/21/19  
Revised: 02/02/2021