

BABYLON CENTRAL FIRE & RESCUE ALARM CORPORATION

EMERGENCY SERVICE CALL TAKER/DISPATCHER

DUTIES

An employee in this position receives telephone and radio calls for emergency assistance, and contacts emergency medical service units, fire departments and rescue units via two-way communication system. The employee must gather sufficient information to determine the nature of the emergency and the extent of assistance required. The employee coordinates the activities of the emergency services unit contacted, the ambulance dispatched and the hospital or other emergency service provider. Work requires maintaining clerical records of incoming and outgoing communications, and may involve working rotating shifts. The employee works under the advisement of the supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES

Receives telephone or radio calls for emergency medical, fire or rescue assistance, referred from the police emergency number, ambulances, hospitals and health-related facilities;
Determines the nature and precise location of the emergency and the type of assistance and equipment required;
Provides emergency medical and/or other emergency information to the caller pending the arrival of emergency personnel;
Operates a two-way communication system to contact the emergency service unit covering the area;
Operates a computer terminal in an emergency dispatch system;
Maintains continuous contact with the emergency service unit and the ambulance or other equipment dispatched, to obtain and relate current information on the status of the situation;
Contacts the appropriate hospital or other emergency service provider when needed to coordinate delivery of the necessary assistance;
Refers non-emergency requests to the appropriate resource for assistance;
Maintains logs and other clerical records of incoming and outgoing communications and the disposition or requests received;
Assists supervision in training new Call Taker/Dispatchers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the basic geographical layout of the Town of Babylon; good knowledge of the procedures and practices of the Emergency Services program in responding to requests for medical, fire and rescue technology; skill in operating two-way radio communications equipment; skill in entering emergency services data into a computer with speed and accuracy; ability to remain calm while eliciting information from persons who may be in a highly emotional state; ability to act quickly and efficiently under stress; ability to write legibly; freedom from any speech or hearing defect which would impair ones functioning in this position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

Graduation from a standard senior high school or possession of a high school equivalency diploma.

NECESSARY SPECIAL REQUIREMENTS

Candidates must possess a valid CPR certification approved by the American Heart Association at the time of appointment and must maintain valid certificate throughout their employment in this title.

Appointees must obtain a certification as an Emergency Medical Dispatcher through an approved course as determined by the appointing authority within 3 months of the date of appointment and must maintain valid certificate throughout their employment in this title.

Candidates must be free of any speech, hearing or vision defect which would impair their functioning in this position.

There will be a qualifying controlled substance screening.

There will be a qualifying keyboard performance test.

There will be a qualifying color blindness test.

There will be a qualifying written legibility screening.

There will be a verbal screening.

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