

Position Description For
EMERGENCY COMMUNICATIONS SPECIALIST

Nature of Work

Employees in this position are the first contact for citizens who need immediate assistance from police, fire or emergency medical agencies. Work involves responsibility for receiving calls for assistance, prioritizing those calls, and dispatching using the appropriate procedures. The work also requires ongoing communications support for field units of the public safety agencies. These tasks are illustrative only and may include other related duties.

Examples of Work

1. Operation of a complex multi-function telephone and radio console requiring visual and auditory acuity.
2. Operation of a sophisticated computerized network including data entry information, retrieval and monitoring status changes as reflected by the computer system.
3. Correlation of multiple sources of information and organization of that information for clear and concise communication.
4. Maintenance of multiple concurrent tasks or events without confusion.
5. Acquiring necessary emergency call information from citizens who are emotional, frightened, angry, ill etc. without becoming emotionally involved or agitated with the caller.
6. Frequent opportunities to demonstrate interpersonal skills associated with teamwork, active listening, public relations and flexibility.
7. Frequent opportunities to demonstrate cognitive skills including analysis, comparison, priority setting, and re-evaluation based on new information.

Essential Job Functions and Skills

YCOM provides on-the-job training for all new employees. Entry level Emergency Communications Specialist (ECS) Trainees are paid \$4,307 per month, plus a comprehensive benefit package. Trainees are promoted to ECS (wages \$4,523 to \$5,553) when they have demonstrated the ability to:

1. Must be able to speak at a good volume, tone, and well-modulated voice; including the ability to speak English correctly and distinctly to communicate in-person and via electronic devices.
2. Skillfully operate computers and other technical equipment.
3. Respond rapidly and effectively to emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
4. Ability to read, comprehend and follow detailed procedure and

instruction written in standard English text such as administrative and operational policy.

5. Has the ability to perform multiple tasks simultaneously, can effectively handle phone calls and radio traffic simultaneously. To include listen/talk/type tasks performed simultaneously while taking phone calls from callers.
6. Make decisions and effectively apply department policy, procedures and legal requirements.
7. Establish and maintain cooperative working relationships with the public, agency staff and other public safety employees.
8. Maintain legible and organized handwritten and computer records
9. Learn new tasks and adapt quickly to changes in work requirements.
10. Work both independently and as a member of a team to prioritize and accomplish tasks.
11. Maintain accurate and constant record of current status and activity for field units while anticipating and adjusting to incident development.
12. Monitor various alarms and closed-circuit video monitor and react promptly and accurately based on information received or viewed.
13. Troubleshoot and accurately maintain telephone, radio and computer systems and data as directed.
14. Learn geographic area within probationary period and use knowledge effectively in decision-making and resource management.
15. Maintain reliable work attendance record, including reporting to work on time.

Qualifications and Requirements

1. All candidates must be at least 18 years of age and possess a high school diploma or equivalent.
2. Candidates must have the ability to read and write English and possess math skills at a 12th grade level or higher.
3. Candidates must successfully complete a series of written, oral, psychological, typing and multi-tasking tests.
4. Successful candidates must meet all Department of Public Safety Standards and Training Medical Standards as outlined in Oregon Administrative Rule 259-008.
5. Successful candidates are subject to a complete background investigation including fingerprinting, criminal history and drug screening. Record of serious convictions will result in disqualification.
6. The successful applicant must achieve state certification for "Emergency Medical Dispatch" and "Basic Telecommunicator" prior to the end of the 12-month probationary period. Training is provided by the employer.
7. Employees are required to have and maintain the ability to work weekends, holidays and various rotating day, evening and night work schedules to ensure adequate staffing for 24-hour operation. The days and hours of each shift may vary based on the needs of the center. Shifts rotate/change at three-month intervals. The ability to work overtime is a required job function after training is complete.

8. Employees are required to report for work during inclement weather conditions and during natural and manmade disasters.

Physical Abilities

1. Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver.
2. Have the ability to hear and understand other outside sound sources while wearing a communications headset (i.e., the ability to hear sound sources not coming through the headset, ability to hear out of both ears).
3. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps and the ability to distinguish between colors on a color-coded computer screen.
4. Requires keyboarding proficiency at level needed to accomplish the work and maintain timelines required by the Department. Minimum 3000 KPH.
5. Must have the ability to remain seated at the same workstation for 8 to 15 hours at a time with minimal breaks while handling varying levels of work activity.
6. Upper body mobility and finger dexterity sufficient to accomplish essential functions of position.

Applications are available online at www.ycom911.org. Please submit by email to [hiring@ycom911.org](mailto: hiring@ycom911.org) or mail to YCOM at 121 SW Adams st. McMinnville OR 97128 For further information or to have an application mailed, please call (503) 434-5680.

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