

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. Employees must use specific knowledge of procedures to dispatch the correct resources (police, fire, EMS) effectively. The work also requires ongoing communications support for field units of the public safety agencies, requiring clear and concise communication skills and the ability to multitask. These tasks are illustrative only and may include other related duties.

Examples of Work

The nature of the work is inherently stressful, demanding constant vigilance and the ability to manage potentially chaotic or emotional situations. Successful candidates will be able to demonstrate they are able to be calm, professional, and reliable in crisis situations.

- Operation of a complex multi-function telephone and radio console requiring visual and auditory acuity.
- Operation of a sophisticated computerized network, including data entry, information retrieval, and monitoring status changes as reflected by the computer system.
- Correlation of multiple sources of information and organization of that information for clear and concise communication.
- Maintenance of multiple concurrent tasks or events without confusion.
- Acquiring necessary emergency call information from citizens who are emotional, frightened, angry, ill, etc., without becoming emotionally involved or agitated with the caller.
- Frequent opportunities to demonstrate interpersonal skills associated with teamwork, active listening, public relations, and flexibility.
- 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. Trainees are paid \$4,479.87 per month, plus benefits. Trainees are promoted to Emergency Communications Specialist (salary \$4,479.87 to \$6,064.75) when they have demonstrated the ability to:

- Speak in a well-modulated voice, including the ability to speak English correctly and distinctly to
- communicate in-person and via electronic devices.
- Skillfully operate computers and other technical equipment.
- 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.
- Comprehend and follow the detailed procedures and instructions of the agency.
- Substantial ability to perform and prioritize multiple simultaneous tasks.
- Make decisions and effectively apply department policy, procedures and legal requirements.
- Develop and maintain tactful and effective working relationships with the public, agency staff and
- other public safety employees.
- Maintain legible and organized handwritten and computer records
- Ability to learn new tasks and adapt quickly to changes in work requirements.
- Ability to work both independently and as a member of a team.
- Ability to maintain accurate and constant record of incident status and activity for field units.
- Troubleshoot and accurately maintain telephone, radio, and computer systems and data as directed.
- Ability to learn geographic area within probationary period and use knowledge effectively in decision-making and resource management.
- The ability to maintain a reliable work attendance record, including reporting to work on time.

- Ability to work effectively with diverse teams and adapt to evolving needs with a flexible, supportive attitude.
- Willingness to work collaboratively, open to feedback and eager to achieve shared goals.

Qualifications and Requirements

- All candidates must be at least 18 years of age and possess a high school diploma or equivalent.
- Candidates must have the ability to read and write English and possess math skills at a 12th-grade level or higher.
- Candidates must successfully complete a series of written, oral, keyboarding, and multi-tasking tests.
- Successful candidates must meet all Department of Public Safety Standards and Training Medical Standards as outlined in Oregon Administrative Rules.
- Successful candidates are subject to a complete background investigation, including fingerprinting, criminal history, psychological testing, and drug screening. Note: Record of serious convictions will result in disqualification.
- 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. Some required off-site.
- 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.
- Employees are required to report for work during inclement weather conditions and during natural and manmade disasters.

Physical Abilities

- Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver.
- 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).
- 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.
- Requires computer keyboarding skills of a level needed to accomplish the work and maintain timelines required by the Department.
- 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.
- Upper body mobility and finger dexterity sufficient to accomplish essential functions of position.
- Typically includes constant operation of office equipment, and frequent movement within the office. Occasional standing, walking, bending, stooping, kneeling, or crouching may be required. The ability to lift and move up to 10 pounds.
- This is a fully on-site position located at our McMinnville Center. Remote work is not available for this role.

Notice

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

YCOM is an equal opportunity employer. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Individuals requiring accommodations for the hiring process or job functions should contact the Operations Manager at 503-435-5684.

Yamhill Communications Agency is proud to hire veterans.

Applicants are eligible to use Veteran's Preference in accordance with ORS 408.225, 408.230, and 408.235; and OAR 105-040-0010 and 105-040-0015. Military personnel who expect to be honorably discharged from the military within 120 days of certifying veteran status on this job application may also request preference. Preference will only be given if the applicant meets the minimum qualifications and any special qualifications for the position, and they electronically attach the required documentation at the time of application.

DOCUMENTS REQUIRED:

- MEMBER COPY 4 of the Certificate of Release or Discharge from Active Duty (DD Form 214 or 215) – OR – Letter from the US Dept. of Veterans Affairs indicating a non-service connected pension.
- Disabled Veterans must also submit a copy of their Veterans disability preference letter from the Department of Veterans Affairs.

For information regarding Veteran's Preference qualifications, visit the following website: <https://www.oregon.gov/boli/workers/Pages/veterans-preference.aspx>