

9-1-1 EMERGENCY MEDICAL DISPATCHER

NATURE OF WORK IN THIS CLASS

This is complex work in receiving, prioritizing, and dispatching emergency response units for the Guam Fire Department, and directing additional emergency calls to the Guam Police Department and other related emergency response departments and agencies.

Employees in this class answer calls for emergency medical services. The work involves receiving, evaluating, and prioritizing calls for emergency services and alerting appropriate response departments and agencies. Employees react to all calls received over the 9-1-1 system, or other means, and gather appropriate information to allow for the timely response of emergency units.

ILLUSTRATIVE EXAMPLES OF WORK *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Responds to clients and telephone callers by following prescribed protocols and referring them to appropriate agency/agencies as necessary.

Listens to, interacts and verifies caller information given over the telephone while simultaneously typing all pertinent information on a computer keyboard as part of the process of dispatching appropriate personnel.

Types names, addresses and other pertinent information on a computer keyboard while simultaneously listening and interacting with callers giving information over the telephone in order to document the conversation.

Dispatches Emergency Medical Services (EMS), Fire, Police, and other emergency personnel and equipment as required by utilizing the interactive emergency communications system in order to effectuate an immediate emergency response.

Relays vital information to Emergency Medical Services (EMS), Fire, Police, and other emergency personnel by utilizing the interactive emergency communications system, in order to ensure that the responding agency/agencies are directed to the accurate location of the incident.

Provides pre-arrival instructions to callers as prescribed by protocol through the use of the Computer Aided Dispatch (C.A.D.) software in order to effectuate an immediate emergency response.

Guides callers through crisis situations by following appropriate interview procedures and protocols as established in order to obtain pertinent and accurate information.

Prioritizes responses to multiple callers requesting for EMS, Fire, Police, and other emergency services according to established procedures and protocols in order to minimize "red lights and siren" responses.

Maintains all assigned Emergency 911 Section equipment and work areas such as computers, radios, workstations, and hallways through proper handling and by cleaning surfaces in order to help ensure such equipment is working properly.

ILLUSTRATIVE EXAMPLES OF WORK (Continued)

Operates a Telecommunications Device for the Deaf (TDD) by reading and typing pertinent information in order to properly communicate with the hearing and speech impaired.

Prepares and submits letters, memorandums, reports, and other documents for review by the supervisor.

Files official daily logs, printouts and other documents as required by management.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Ability to learn and apply radio and telephone dispatching procedures for fire, ambulance, and police emergency responses.

Ability to learn and apply basic telecommunicator techniques as set forth by the National Academy of Emergency Medical Dispatcher (NAEMD) and the Association of Public Safety Communications Officials (APCO).

Ability to learn and apply various computer software applications such as word processing, spreadsheet, database and computer aided dispatch (C.A.D.) software.

Ability to learn Guam's geographical locations: major routes, village names, street names, businesses, and familiar landmarks.

Ability to communicate effectively.

Ability to operate Emergency 911 related telecommunication equipment such as tape recording devices and Telecommunications Devices for the Deaf (TDD).

Ability to type caller information accurately using a computer keyboard, monitor, mouse, and other specialized equipment as required.

Ability to perform multiple tasks and to handle emotional stress in a public safety and emergency medical services environment.

Ability to keep track of multiple calls in terms of priority and order of calls.

Ability to remain calm and make appropriate and rational decisions, and to follow protocol under stressful conditions.

Ability to work with others as a team in a public safety and emergency medical services environment.

Ability to maintain and safeguard confidential information and documents.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS (Continued)

Willingness to work rotating shifts, holidays, weekends, during natural disasters, and on an on-call basis.

Willingness to work prolonged periods in a sitting position.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school or possession of a G.E.D.

OTHER NECESSARY SPECIAL QUALIFICATIONS

Must successfully complete two nationally recognized training courses - the Basic Telecommunicator and the Basic Emergency Medical Dispatcher, and be certified and maintain certification as a Guam Emergency Medical Dispatcher within 12 months of hire as conditions for continued employment. May be required to take and pass a pre-employment psychological examination.


ESTABLISHED: JANUARY 1998

AMENDED: AUGUST 2001

PAY GRADE: H

HAY EVALUATION:	KNOW HOW:	C1	115
	PROBLEM SOLVING:	C2 (22%)	25
	ACCOUNTABILITY:	B1C	<u>29</u>
			169

This standard revises and supercedes the standard established JANUARY 1998 and amended JULY 2000.



LUIS R. BAZA
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