

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as an Emergency Communications Technician at the full performance (journey) level in the Public Safety Communications Center (PSCC) of the Office of Public Safety (Office), Metropolitan Washington Airports Authority (Airports Authority). Receives, processes, and relays emergency and routine communications via radio, telephone, computer (including the Virginia Criminal Information Network and the National Crime Information Center), alarm device, teletype, and dispatches police, fire, and emergency medical services (EMS) accordingly at Ronald Reagan Washington National Airport (DCA), Washington Dulles International Airport (IAD), along the Dulles Toll Road (DTR), or to mutual aid jurisdictions. Answers calls for service, determines need(s), and coordinates response. Prepares required documentation and performs operator maintenance on communications equipment. Performs related functions.

--Receives calls for service (via radio, telephone or other means) or learns of the need for service by monitoring various media (such as alarms and closed circuit TV). Determines the nature of the need(s) and their priority and dispatches police, fire, and/or EMS unit(s) in accordance with need(s) and the resources available using the PSCC computer-aided dispatch (CAD) system.

--Maintains contact with dispatched unit(s) and relays information between dispatched units, as appropriate. May dispatch additional resources or reassign incidents between units. May consult maps or GIS device to direct or give instructions.

--Coordinates mutual aid response(s) with participating jurisdictions (City of Alexandria; Arlington, Fairfax, and Loudoun Counties) for police, fire, and EMS services; dispatches police, fire, or EMS, as appropriate. Monitors response until Airports Authority services are no longer needed and/or have returned to base.

--Records calls. Enters, manipulates, and retrieves data utilizing the National Law Enforcement Telecommunications System, the Virginia Criminal Information Network (VCIN), and the National Crime Information Center (NCIC) databases, as required. Prepares logs and other required paperwork.

--Uses proper broadcast procedures, including tone of voice, message construction, terminology and transmission style.

--Attempts to calm emotionally distraught callers to effectively exchange information with them. This includes persons who do not use English as a primary language or others whose language skills, speech, and/or hearing are sub-normal. Shows decisiveness and maintains self control during emergencies and other high pressure dispatch situations.

--Keeps peers, superiors, police officers, firefighters, and others informed of the status; this includes briefing the incoming shift on current events and units available, as appropriate.

--Redirects misdirected calls appropriately. May explain limited aspects of pertinent laws and

Airports Authority regulations to callers.

--Performs operator maintenance on teletype, closed-circuit TV, multi-channel radios, telephones, computer equipment and other police communications and general office equipment.

--Attends in-service, mandatory, basic, advanced and/or specialized training to maintain currency and proficiency or learn new job-related information and skills. Helps train or assist others, including police officers and developmental level Emergency Communications Technicians, on PSCC dispatch procedures and related functions. May be assigned as a mentor to developmental level Emergency Communications Technicians. May provide recommendations concerning development or improvement dispatch procedures.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as officials, executives, managers, supervisors, professionals, and support staff), tenants, airport users, and the general public.

--Uses a computer and (a) modern office suite software for various applications such as, but not limited to, communicating (email), light word processing, data manipulation (databases), (b) time and attendance and other functions, and (c) specialty software/systems used in the PSCC such as GIS mapping, NCIC and VCIN data bases, automated response/dispatch equipment, etc.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Two years of progressively responsible experience (post high school) as a public safety dispatcher (police/fire/EMS) exhibiting the skill in the use of a variety of emergency communications equipment taking and recording calls and then dispatching police, fire, and/or EMS units.

Education and training beyond that required in MQ#1 above may not be substituted as evidence of experience, as specified, in taking and recording calls and then dispatching police, fire, and EMS units in a an emergency call center/public safety communications center.

3. Certification as a National Criminal Information Network (NCIC) Operator; and Certification as a Virginia Criminal Information Network (VCIN) Operator or the ability to obtain

certification as a Virginia Criminal Information Network (VCIN) Operator within 30 days of entrance on duty.

4. Must be of good character and reputation (so as to give creditable testimony in court).

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. Current VCIN certification.
2. National Incident Management System (NIMS) 100 Series Police/Fire training from the FEMA Emergency Management Institute.
3. Certification in cardiopulmonary resuscitation (CPR); Certification in Automated External Defibrillation (AED); Certification in Emergency Medical Dispatching per the National Highway Traffic Safety Administration (NHTSA) National Standard Curriculum or an equivalent certification.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Airports Authority and PSCC functions; policies and procedures for dispatch of police, fire, and EMS units; basic Airports Authority Public Service field operations (especially patrol); the terminology of the Police Department and the Fire and Rescue Department; airport emergency procedures; and police, fire, and EMS mutual aid procedures, altogether to independently dispatch public safety units according to need and resources.
2. Knowledge of the layouts of the Airports and the Dulles Toll Road, the geography surrounding the Airports and along the Dulles Toll Road, as well as the geography of the mutual aid counties and the ability to read and comprehend area maps to direct dispatched units or answer questions for callers needing assistance.
3. Knowledge of VCIN and NCIC procedures and skill in the use of a variety of public safety communications equipment and general office equipment, including computers, to operate databases in accordance with regulations, receive, enter, retrieve, manipulate and transmit information and input information appropriately.
4. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize

subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include determining needs of callers, assisting distraught/excited callers, and making decisions on dispatch.

5. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others. Examples include exchanging routine and non-routine operational and procedural information with co-workers and listening intently and speaking clearly with carefully selected tone and word choice and proper word order to exchange factual and interpretive information with callers who may be emotionally distraught, may not use English as a primary language or whose language skills, speech and/or hearing are sub-normal.
6. Skill in using a computer and (a) modern office suite software (such as MS Office) to plan, word process, prepare and develop reports; (b) enterprise systems/software for time and attendance, and other functions; and (c) specialty systems/software used in the PSCC such as the computer-aided dispatch system and public safety databases to receive, enter, retrieve, manipulate, exchange, and otherwise use information.
7. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand. Examples include reading PSCC directives and reports and completing incident reports.
8. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner.
9. Ability to work under pressure and maintain emotional self-control during peak periods or emergencies.

RESPONSIBILITY Is responsible at the full performance level for dispatching police, fire, and EMS units at both Airports and along the Dulles Toll Road from the PSCC based on assessment of the need for service and resources available, and for helping to train or mentor others, as assigned. Work directly and significantly affects the responsiveness of the Airport Authority's Police and the Fire and Rescue Departments to incidents at both Airports and along the Dulles Toll Road and helps ensure public safety.

Typically works under a Supervisory Emergency Communications Technician, but may work without a higher-grade technician present. Most work flows to the incumbent as a function of normal operations. The incumbent is to work independently in all dispatch functions consistent with training and guidelines. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, and other factors, including specific performance management requirements through direct observation, review of records, and other means.

Guidelines include but are not limited to maps, telephone books and code books; dispatch and

patrol/response procedures and practices of the Police Department and Fire and Rescue Department; VCIN/NCIC procedures; and procedures for the use and maintenance of equipment. Judgment is regularly required to determine the need/priorities for police and fire/EMS service in specific instances, identify appropriate responses from resources available and recognize potential need for resources requiring special call-out.

EFFORT The work is primarily sedentary; the incumbent typically sits or stays in one position for extended periods while monitoring events and exchanging information via equipment. Uses written materials (such as operator maintenance specifications), pictorial materials (such as maps), visual displays (such as teletype readouts), mechanical and electronic devices (such as computer equipment), the spoken word and nonverbal sounds as sources of information for various functions. Stays alert and maintains concentration amid distractions or monotonous conditions. Attends to multiple inputs and produces multiple outputs via various media at the same time: listens and speaks by use of multi-channel radio equipment and telephones, watches closed circuit TV and other visual displays, adjusts controls of machinery, and deals with other personnel in the control room. Uses tone of voice and other speech characteristics to give clear instructions, reason with callers, calm them and perform related functions.

WORKING CONDITIONS Works indoors in a secured area at a console surrounded by general office equipment and specialized communications equipment. Is subject to job pressures from multiple inputs/outputs during peak periods or emergencies and other factors. Despite conditions, must maintain calm and continue to work through the situation.

OTHER SIGNIFICANT JOB ASPECTS Is subject to one-time and recurring training, certification and other requirements and standards mandated by the Commonwealth of Virginia and other proper authority. Is subject to hold-over or recall on a 24-hour basis for essential services and emergencies.