

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 developmental level in the Public Safety Communications Center (PSCC) of the Office of Public Safety (Office), Metropolitan Washington Airports Authority (Airports Authority). This developmental job is intended to lead to full performance level work; the work typically involves learning while performing a range of Emergency Communications Technician duties and involves acquiring and improving skills. As experience is gained and ability to handle more complex assignments is demonstrated, more independent work is authorized. 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, and 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), and to mutual aid jurisdictions. Prepares required documentation and performs operator maintenance on communications equipment. Performs related functions.

--Becomes skilled at receiving calls and use of PSCC databases and equipment before learning/performing dispatch 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. Is assigned and performs tasks designed to develop or improve knowledge, skills and abilities needed to perform work at the full performance level. Practices recently learned items/skills during down time or slow periods.

--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. Must be 18 years old.
2. Must have a high school diploma or a Certificate of General Educational Development (GED).
3. Must successfully complete the *National Public Safety Dispatcher Selection Inventory* test administered by the Airports Authority.
4. Must successfully pass pre-employment psychological testing.

5. Must exhibit the skills (a) to use of common office equipment such as a computer and modern office suite software to perform general office functions and demonstrate the ability to acquire knowledge of, and then skillfully use, PSCC-specific software/systems; (b) in customer service that would indicate the ability to help solve traveler, customer, or visitor issues, concerns, or questions in a business oriented professional manner, (c) to rapidly acquire knowledge of, and then skillfully use, Airports Authority-specific processes, procedures, practices, systems and other standards and guides pertinent to assigned functions.
6. Ability to successfully complete the 80-hour Telecommunications Course.
7. Ability to apply, obtain, and maintain VCIN and NCIC certification. (To apply you must be a United States citizen or have been a lawful resident of the United States for the past 10 consecutive years and have no previous felony or serious conviction records.)
8. 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. Experience as a Public Safety Dispatcher (police/fire/EMS) and skill in the use of a variety of emergency communications equipment.
2. Current VCIN and NCIC certification.
3. Demonstrated ability to read and interpret maps.
4. National Incident Management System (NIMS) 100 Series Police/Fire training from the FEMA Emergency Management Institute.
5. 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, 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 In this developmental position, incumbent is responsible for dispatching police, fire, and EMS units at both Airports, along the Dulles Toll Road, and in response to mutual aid requests while increased knowledge, skills, and abilities to work independently and perform the full range of higher level dispatching work are demonstrated. Work directly and significantly affects the responsiveness of the Airport Authority's Police and the Fire and Rescue Departments response 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 with a full performance level dispatcher without a Supervisory Emergency Communications Technician present. Most work flows to the incumbent as a function of normal operations, but some may be specifically assigned for developmental purposes. The incumbent is to work progressively with greater independence in all functions consistent with training and guidelines. Work is reviewed for demonstrated improvement in knowledges, skills and abilities, timeliness, effectiveness, adherence to guidelines and other qualities 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 the Fire and Rescue Department; VCIN/NCIC procedures; and procedures for use and maintenance of equipment/systems. Judgment is regularly required to determine the need/priorities for police and fire/EMS service in specific instances and identify appropriate responses from resources available.

EFFORT 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, monitors 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 authorities. Is subject to working rotating shifts and weekends and holidays and to holdover or recall on a 24-hour basis for essential services and emergencies.