

As an Emergency Communications Technician I, you will receive and enter calls into the emergency communications dispatch center, communicate with Public Safety First Responders via radio communications, and ensure the proper response to emergency situations.

### **JOB DESCRIPTION**

- Emergency Communications Technician I
- This is a developmental position and is intended to lead to full performance level work.
- Works under the direct supervision of an Emergency Communications Technician Supervisor or under a full performance Emergency Communications Technician II or the Emergency Communications Technician Certified Training officer (CTO).
- Serves in the Public Safety Communications Center (PSCC) of the Office of Public Safety located at Ronald Reagan Washington National Airport.

Receives, processes, and relays emergency and routine communications via various public safety communications equipment and dispatches police, fire, and emergency medical services (EMS) at Airports Authority locations or to mutual aid jurisdictions under direct supervision. Work performed is may be limited in nature and includes learning while performing a range of activities and operations which involve acquiring and improving skills. More complex and/or varied assignments are made, as the Emergency Communications Technician I gains experience, knowledge and skill. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Determines nature of service requested and dispatches police, fire, or EMS unit(s), in accordance with needs, as guided.
- Maintains contact with dispatched unit(s) and relays information between units, as needed, verbally communicating with First Responders via radio communications.
- Coordinates mutual aid response(s) with participating jurisdictions.
- Performs administrative tasks to include recording calls, preparing logs, and retrieving data from the National Law Enforcement Telecommunications System, the Virginia Criminal Information Network (VCIN), and the National Crime Information Center (NCIC) databases.
- Uses proper broadcast procedures, calming emotionally distraught callers, as necessary.
- Reroutes misdirected calls appropriately. May explain limited aspects of pertinent laws and Airports Authority regulations to callers.
- Performs operator maintenance on public safety communication equipment as well as general office equipment.
- Provides credible testimony in court, as required.
- Performs multiple tasks at once such as speaking, listening and typing.
- Attends in-service, mandatory, basic, advanced, and specialized training to acquire and maintain skills.
- Performs other duties as assigned.

## **QUALIFICATIONS**

- Be at least 18 years old.
- 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.
- Be able to:
  - obtain certification as a VCIN Operator or obtain or recertify VCIN Operator certification within six months of Date of Hire.
  - pass comprehensive medical examination including drug screening and vision;
  - pass an online, computer-administered skills and ability test; and
  - pass a psychological examination.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Ability to provide customer service in a business-oriented and professional manner.
  2. Ability to remain calm and maintain a professional demeanor in a high paced environment and when handling emergency situations.
  3. Ability to read and interpret maps or ability to learn to read and interpret maps to direct dispatched units and/or answer questions from callers needing assistance.
  4. Skill in using computer and modern office suite software, with emphasis on database software and an ability to learn new software systems.
  5. Ability to speak and write English effectively, including using appropriate tone of voice and speech characteristics with an emphasis on communicating information to give clear instructions, to provide clarity and understanding to others in emergency situations.
  6. Skill in problem solving to identify, select, organize and logically process relevant information to solve a problem and make recommendations.
- Ability to successfully complete the 80-hour the Commonwealth of Virginia Telecommunications Course and four (4) weeks of classroom training.

## **PREFERRED QUALIFICATIONS**

- Experience as a Public Safety Dispatcher (police/fire/EMS) and skill in use of a variety of public safety communications equipment in accordance with regulations.
- Knowledge of VCIN and NCIC procedures.
- Certification as a NCIC Operator.
- Demonstrated ability to read and interpret maps.
- National Incident Management System (NIMS) 100 Series Police/Fire training from the Federal Emergency Management Agency Emergency Management Institute.
- Certification in cardiopulmonary resuscitation (CPR) from the American Heart Association (AHA) or equivalent.
- Certification in Automated External Defibrillation (AED) from the American Heart Association (AHA).

## **EDUCATION**

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.

### **CERTIFICATIONS AND LICENSES REQUIRED**

- A state driver's license in good standing.
- Certification as a National Crime Information Center (NCIC) and Virginia Criminal Information Network Operator within six months of hire, promotion, or placement in the job.
- Certification as an Emergency Communications Technician within 840 hours of On-the-Job training.

### **NECESSARY SPECIAL REQUIREMENTS**

- Works rotating shifts, weekends, and holidays and during periods of inclement weather.
- May be subject to hold over or recall on a 24-hour basis for essential services and emergencies.
- Communicates verbally and in writing and with first responders via radio communications in a high paced environment.
- Works in a fast pace stressful atmosphere with multiple incoming/outgoing calls and communications during peak periods and/or during emergencies requires multi-tasking.
- Attends ongoing mandatory in-service, basic, advanced, and specialized training.
- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.