

As an Emergency Communications Technician II, you will receive and enter calls in 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 II
- This is a full performance (journey) level Emergency Communications Technician position.
- Works under the direct supervision of an Emergency Communications Technician Supervisor.
- 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, Dulles Toll Road, Access Road or to mutual aid jurisdictions. Performs administrative tasks related to national and state law enforcement databases and verbally communicates with First Responders via radio communications. Monitors CCTV and Airports Authority Security Systems. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Determines nature of service requested and dispatches police, fire, or EMS unit(s), in accordance with needs at times in a fast pace and stressful atmosphere.
- Maintains contact with dispatched unit(s) and relays information between units, as needed, verbally communicating with First Responders via radio communications.
- Maintains contact with dispatched unit(s) and relays information between units, as needed.
- 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, calms 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.
- Attends in-service, mandatory, basic, advanced, and specialized training to acquire and maintain skills.
- Provides credible testimony in court.
- Performs multiple tasks at once such as speaking, listening and typing.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Two years of progressively responsible experience as a public safety dispatcher.

- 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. Knowledge of and ability to apply policies and procedures for the dispatch of police, fire, and EMS units, including basic terminology and mutual aid procedures.
  2. Ability to read and interpret maps to direct dispatched units or answer questions from callers needing assistance.
  3. Knowledge of and ability to apply VCIN and NCIC procedures
  4. Skill in the use of a variety of public safety communications equipment in accordance with regulations.
  5. Ability to speak and write English effectively, including using appropriate and effective tone of voice and other speech characteristics to give clear instructions.
  6. Skill in problem solving to identify, select, organize and logically process relevant information to solve a problem and make recommendations.
  7. Skill in using a computer, modern office suite software, with emphasis on computer-aided dispatch systems and public safety databases.
- Ability to successfully complete the 80-hour the Commonwealth of Virginia Telecommunications Course and four (4) weeks of classroom training.
  - Ability to make detailed analyses of data and information and make recommendations.

### **PREFERRED QUALIFICATIONS**

- Certifications as a NCIC\VCIN Operator.
- Experience as a Public Safety Dispatcher (police/fire/EMS) and skill in use of emergency communications equipment.
- 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 (VCIN) 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.
- Work performed 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.