

## RED RIVER REGIONAL DISPATCH CENTER

### POSITION DESCRIPTION

POSITION TITLE: Communications Operator

ACCOUNTABLE TO: Communications Shift Supervisor

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#### **Primary Objective of Position**

Under supervision, performs a variety of routine and complex public safety communication tasks for the Red River Regional Dispatch Center (RRRDC) which provides a public safety communications network to law enforcement, fire, EMS and other emergency responders within Moorhead/Clay County, MN and Fargo/West Fargo/Cass County, ND.

#### **Essential Functions and Responsibilities**

Receive, screen and prioritize emergency 911, non-emergency, and TTY telephone calls for service requiring law enforcement, emergency medical services, or fire department attention. Monitor activities of or stays in contact with caller throughout emergency, and provide pre-arrival medical instructions to caller while waiting for units to arrive. Refers non-emergency calls to appropriate personnel.

Operate a multi-frequency radio system to monitor, direct and participate in emergency and non-emergency dispatching utilizing call prioritization, caller/incident location identification, and intra-departmental response following RRRDC's policies and procedures to minimize potential dangers to the community and first responders. Maintain status and location control of all public safety personnel involved in department activities.

Possess a thorough understanding to effectively enter calls for service information into the Computer Aided Dispatch (CAD) system accurately and rapidly. Must condense large amounts of information into readable, typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing. Possess the ability to process CAD system queries and identify alert information.

Acquire and maintain certification as a full access terminal/teletype operator for use with state or national crime reporting systems, to query and enter information (i.e. stolen vehicles, warrants, missing persons, state driver's records, vehicle registrations and criminal history inquiries) for the appropriate public safety agencies. Certification must be attained within six months of appointment to the position.

Possess a thorough understanding of the addressing and geography of Moorhead/Clay County and Fargo/West Fargo/Cass County. Possess the ability to interpret maps of

the RRRDC and surrounding service area using computerized mapping software and map books. Possess an understanding and effectively use the Automatic Vehicle Locator (AVL) system to determine location of units

Monitor and activate the RRRDC's procedures for civil emergencies, disasters (i.e. hazardous materials) and inclement weather via sirens, pagers, teletype, telephone and radio. Monitor situation and relay accurate information to the appropriate agencies in a timely manner.

Work rotating shift work including evenings, nights, weekends, and holidays. Must be available to work extended shifts and be subject to emergency callouts.

Maintain familiarity with the Law Enforcement Call Guides, Fire/EMS Call Guides, Standard Operating Procedures, and the Red River Regional Employment Policy Manual and other appropriate manuals that provide thorough knowledge of Red River Regional Dispatch Center operations and procedures.

Maintain a thorough working knowledge of all other public safety communications systems used at the dispatch console and throughout the RRRDC (including but not limited to the console call repeaters, video cameras, alarms and warning lights, sirens, paging and radio control back-up equipment).

Deal with sensitive information in a discreet and professional manner by maintaining confidentiality.

Able to troubleshoot and resolve minor computer hardware and/or software malfunctions.

Responsible for the following miscellaneous duties;

- ❖ Monitor law enforcement building security and assist walk-in citizen traffic after normal business hours, weekends and holidays by use of the Center's video cameras.
- ❖ Knowledgeable of all other available support agencies, services, and all other miscellaneous information as a contact resource to the public.
- ❖ Knowledgeable of mutual aid agreements and other miscellaneous department/agency information for dispatching fire and emergency responders in Moorhead/Clay County and Fargo/West Fargo/Cass County.
- ❖ Knowledgeable of all other records search databases available in RRRDC (including but not limited to public utilities database, law enforcement records, etc.)
- ❖ Attends special and periodic training programs and meetings on a continuing basis as required by RRRDC management.
- ❖ Knowledge of the back-up dispatch location, set-up of equipment, and general operations.

### **Other Responsibilities**

- ❖ Performs other duties and assumes additional responsibilities as assigned by the Director or Assistant Director. RRRDC reserves the right to update or change the job duties and responsibilities as needed.

- ❖ May be assigned to specific duties, including but not limited to, Communications Training Officer.

### **Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Minimum Qualifications**

- ❖ High school diploma or its equivalent (G.E.D)
- ❖ Ability to type 40 corrected words per minute.

### **Knowledge, Skills and Abilities**

- ❖ Ability to communicate effectively in the English language both verbally and in written communication.
- ❖ Knowledge of computer software sufficient to enter, retrieve and manipulate data.
- ❖ Ability to read and follow oral and written instructions.
- ❖ Ability to work under stressful conditions and react appropriately using good judgment.
- ❖ Possess a clear and understandable radio and telephone voice.
- ❖ Ability to effectively prioritize situations and make rapid, accurate decisions which affect the outcome of public safety services based on the information received
- ❖ Must have basic knowledge of computers hardware.
- ❖ Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely and accurate manner.
- ❖ Ability to hear and understand multiple sound sources
- ❖ Ability and willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public
- ❖ Ability to work varying shifts, weekends and holidays.
- ❖ Ability to be reliable and dependable and report for work as scheduled.

### **Special Requirements**

- ❖ Must successfully complete the RRRDC Communications Operator Training program upon appointment to the position
- ❖ Must be CPR, EMD and NCIC certified. Certification must be attained within a reasonable amount of time upon appointment to the position.
- ❖ Must pass a hearing test.
- ❖ Must pass a criminal background investigation and be free of felony conviction.
- ❖ Must pass pre-employment screening tests including psychological exam, polygraph exam and drug screening.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit for protracted periods of time, talk, and hear; use hands and fingers to handle feel or operate objects, tools, or controls; enter information on a keyboard; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations.

The employee must work up to twelve (12) hours or longer at a time continuously wearing a communications headset that will cover one ear and be able to still hear and understand other outside sound sources not coming to the ear piece.

The employee must be prepared to stay in the Center for the full schedule shift. Uninterrupted lunch and other breaks are not guaranteed.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Noise in the work environment is at a moderate level and originates from several sources at once creating constant activity.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.