

BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS

EMERGENCY VEHICLE DISPATCHER

CHARACTERISTICS OF THE CLASS: Under the routine supervision of the Fire Rescue Communications Shift Supervisor, performs entry-level protective service work dispatching fire rescue and emergency medical units throughout Brevard County. Work involves the use of computerized dispatch systems, radio operations, and a high level of clear communications. This position is part of a collective bargaining unit through the International Association of Fire Fighters (IAFF), Local 2969.

EXAMPLES OF DUTIES: (Note: The listed duties are illustrative only and are not intended to describe each and every function which may be performed in the job class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Monitors and operates radio channels, emergency 911 telephone lines, and administrative telephone lines in order to dispatch the appropriate emergency fire and/or medical units according to call type and emergency need at the recommendation of the Computer Aided Dispatch (CAD) system.

Communicates with emergency callers to determine needs while accurately transcribing the information to the computer terminal for processing.

Communicates and multi-tasks during peak call volumes in order to maintain citizen safety and infrastructure needs.

Communicates and coordinates with outside entities and agencies for emergency response and traffic conditions.

Monitors the National Alert Warning System and the Intelligent Traffic Camera System (ITCS) provided by the Florida Department of Transportation (FDOT) and disseminates inclement weather information and pertinent traffic information to field personnel and other County agencies that could be impacted by severe weather and traffic issues.

Maintains and manages County Warning Point activities and contacts the State Watch Office for necessary events.

Tracks and maintains County emergency resources through the CAD system in order to keep an accurate account of unit location and unit status.

Answers other County department after-hours phone lines and non-emergency requests.

Performs related work as required.

REQUIREMENTS:

EDUCATION AND EXPERIENCE: A high school diploma or equivalent is required.

Two (2) years of experience in high volume multi-line telephone, call center, or dispatching functions; OR two (2) years of experience in the emergency services field; OR graduation from an accredited college or university with an Associate of Science degree in Fire Science, Emergency Medical Services, Communications, or a closely related field; OR two (2) years in the Military Radio Communications field is preferred.

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Additional qualifying education and/or experience which provide the necessary knowledge, skills, and abilities may be substituted one for the other on a year for year basis.

National Academy of Emergency Medical Dispatching (NAEMD) certification is preferred.
National Academy of Emergency Fire Dispatching (NAEFD) certification is preferred.

SPECIAL REQUIREMENTS: Must be able to take the CritiCall examination and receive a minimum passing score of 86.8% for the Non-Data Entry categories and a Data Entry category score of 2856-3000 keystrokes per minute.

Must possess or obtain within twelve (12) months of employment, the Public Safety Telecommunicator (PST) certification and maintain said certification during the term of employment.

In the event of a hurricane, major storm, natural or man-made disaster that may threaten the area, the employee will be required to perform emergency duties as directed.

Must be able to work nights, weekends, holidays, and overtime as needed and extended shift hours when required.

Must be able to work mandatory overtime in accordance with the most current International Association of Fire Fighters (IAFF) Bargaining Agreement.

Must be of good moral character, as determined by a local Clerk of Court, Florida Department of Law Enforcement (FDLE), and Federal Bureau of Investigation (FBI) criminal background investigation.

Must be able to successfully pass a Criminal Justice Information System (CJIS) background check administered by the Brevard County Sheriff's Office.

Must not have been on probation for the conviction of a felony or of a misdemeanor involving moral turpitude, as defined by law, within the last three (3) years.

KNOWLEDGE, SKILLS AND ABILITIES: (Note: The knowledge, skills, and abilities identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills, and abilities may be applicable for individual positions.)

Good knowledge of emergency radio or telephone communications practices, procedures, and vocabulary.

Ability to use a standard computer keyboard.

Ability to speak clearly on the radio and telephone.

Ability to establish and maintain effective working relationships.

Ability to remain calm under pressure and in stressful working conditions during heavy workloads and emergency-related calls.

Ability to multi-task, including listening and comprehending information, while communicating verbally and while simultaneously entering data into a computer terminal with accuracy and speed.

Ability to exercise judgment and initiative while dispatching emergency calls.

Ability to learn the geography of street locations in Brevard County.

Ability to utilize a noise-cancelling headset.

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PHYSICAL REQUIREMENTS: This is mainly sedentary work. This work involves sitting for long periods of time in front of a computer screen. It requires fine motor skills, good eyesight, hearing, and speaking with the ability to communicate clearly when using the telephone and radio.

WORK ENVIRONMENT: Work is primarily performed indoors in a climate-controlled environment, with dim lighting and routine exposure to stressful situations. During some emergency situations, it may be necessary to deploy to an outdoor Mobile Command vehicle, which involves working in close quarters for extended periods of time.

Revised effective 06/16/2020; supersedes CD# 8070 titled Emergency Vehicle Dispatcher, dated 07/10/2017.