**CITY OF YELLOWKNIFE**

Job Description

February, 2017

**POSITION TITLE:** Relief Emergency Dispatcher **POSITION NO:** 220-159U/220-160U

**DEPARTMENT:** Public Safety **DIVISION:** Fire

**LOCATION:** Fire Hall **SUPERVISOR’S TITLE:** Emergency Dispatch Supervisor

**SUMMARY OF THIS POSITION**

Under the general supervision of the Emergency Dispatch Supervisor, the incumbent provides emergency and non-emergency dispatching services for the Fire Division, the Municipal Enforcement Division, and the Public Works Department. This position is designated as a Relief Dispatcher and is required to work into the shift rotation to replace other dispatchers on leave.

**OUTLINE OF DUTIES**

* Alerts the Fire Division personnel when they are required for fire, rescue, hazmat, ambulance or other related emergency service by:

- Receiving and recording all emergent and non-emergent calls on the phones that are pertinent to the Fire Division;

- operating Multi-tone Group Alert and individual pagers;

- operating radio dispatch by providing Fire Division personnel with details pertaining to the calls using priority dispatching procedures.

- operating Fire Department Manager (FDM) Computer Aided Dispatching (CAD) system;

- remaining available at the dispatch workstation and, upon receipt of orders from Incident Command, dispatches additional services and resources when needed for continued emergency operations.

- Perform clerical and record related tasks as required

* Alerts the Municipal Enforcement Division by:

- receiving and recording all emergent and non-emergent calls on the phones that are pertinent to the Municipal Enforcement Division;

- operating radio dispatch by providing Municipal Enforcement Division personnel with details pertaining to the calls;

- remaining available at the dispatch workstation for receipt of orders from the Municipal Enforcement Officer if required.

- provide status keeping services for Municipal Enforcement Officers during traffic stops, calls for service and while on general patrol.

- operating the dispatch component of the Report Exec Enterprise Occurrence Reporting System.

- operating the dispatch component of the Cams GPS system.

* Alerts the Public Works Department by:

- receiving and recording all emergent and non-emergent calls on the phones that are pertinent to the Public Works Department;

- operating radio dispatch by providing Public Works personnel with details pertaining to the calls.

* Operates/Monitors Supervisory Control and Data Access (SCADA) system.
* Performs other related duties as required.

**SPECIFICATIONS**

SKILLS AND KNOWLEDGE

Basic Knowledge

There is the requirement for a demonstrated ability to receive, understand and forward information quickly, clearly and concisely to the proper department in an emergency situation. The work requires tact and patience when dealing with individuals in emotionally charged states. To perform the work, it is also necessary that the incumbent has the ability to operate both FDM CAD and SCADA computerized systems.

Comprehension and Judgment

The incumbent must have the aptitude to take emergency calls and solicit appropriate information from callers in a professional and sensitive manner. It is essential that the incumbent has an aptitude to learn and use specialized computerized software.

Specific Vocational Training

* Grade 12 Diploma
* Emergency Medical Dispatching (EMD)
* Emergency Fire Dispatching (EFD)
* Emergency Medical Responder (EMR)
* Cardio Pulmonary Resuscitation (CPR) Level “C”
* First Aid (Standard)

**EFFORT**

Mental

The Operator is constantly on the alert for emergency calls and there are periods, during emergencies, when concentration and immediate response is required. The job requires a thorough understanding of the nature of an emergency response system including the priorities, stressors and hazardous work environment faced by Fire Fighters/EMTs and the Municipal Enforcement Officers. The work also requires constant surveillance of a computerized monitoring system.

Physical

The work is generally performed sitting. The position requires the operator to work 12 hour shifts.

**RESPONSIBILITY**

Resources

The incumbent is responsible to report any problems or concerns to his/her direct supervisor.

Safety of Others

There is the requirement for a demonstrated ability to receive, understand and forward information quickly, clearly and concisely to the proper division or department in an emergency situation for action. Failure to do so could result in loss of life and/or con­siderable loss of property in extreme cases. There is little possibility of injury occurring to fellow employees as the work is generally performed alone.

**WORKING CONDITIONS**

Environment

The duties are performed indoors in a clean; dry, quiet, well-lit area.

Hazards

Although there is no heavy equipment or chemical hazards, each dispatcher must be aware of the health hazards of constant exposure to individuals in need of emergency services.

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Employee’s Signature Date

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Department Head’s Authorization Date

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Human Resources’ Authorization Date

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City Administrator’s Authorization Date

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