

Job: Emergency Communication Technician (ECT)
Department: Police
Reports To: Emergency Communication Technician Supervisor
FLSA: Non-Exempt
Prepared Date: April, 2003
Approved Date:

SUMMARY

The ECT is responsible for emergency dispatch for several regional emergency services, recording all incident reports and providing assistance and information to the public.

As a Town employee, you are expected to demonstrate commitment to excellence through positive behavior toward all quality initiatives as well as through teamwork and to promote and conform to all quality standards. These include but are not limited to core values and customer service values. You are expected to participate in drafting and implementing Department Quality Service Standards, serve and participate on teams when invited and continuously support co-workers who are serving on teams. It is essential that you avail yourself of all communications regarding team activities and quality initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The ECT is responsible for carrying out his or her duties while representing the Town professionally at all times. You must ensure that the highest quality of customer service is provided to all delivery systems within your authority as you carry out the following:

1. Receive, record and dispatch emergency and non-emergency requests from the public and other police, fire and rescue agencies as well as other Town of Shelburne Departments.
2. Record incident reports and file paperwork and various audits.
3. Remain current on Dispatch Procedures.
4. Perform such other duties as the Department Head may require.
5. Take individual responsibility for working in a safe manner and adhere to Town safety policies.

QUALIFICATIONS

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.

Candidates for this position must have:

1. A high school diploma or equivalent. Prior experience as an ECT is desirable.
2. Excellent keyboarding skills and a basic understanding of PC computers and the ability to learn various software applications.
3. The ability to learn emergency procedures for phone and radio.
4. Strong interpersonal and communication skills and ability to deal effectively with members of the general public and other staff.
5. The ability to handle stressful situations in a calm, organized manner.
6. The ability to work independently and prioritize work with minimal supervision.
7. The ability to demonstrate team behavior and willingness to promote a team oriented environment.
8. The ability to be detail oriented and quality driven.
9. The ability to demonstrate leadership skills.
10. The ability to develop and maintain internal and external customer service relationships.
11. An excellent past work record.

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 job. 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 regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up

to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

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.

The noise level in the work environment is usually moderately quiet. Some situations can increase activity and the level of stress.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests are required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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

Approval: _____
Supervisor

Approval: _____
Employee