

## **9-1-1 EMERGENCY MEDICAL DISPATCHER SUPERVISOR**

### **NATURE OF WORK IN THIS CLASS**

This is a specialized field of work in receiving, prioritizing, and dispatching emergency response units for the Guam Fire Department, Guam Police Department, and other related emergency response agencies.

Employees in this class supervise Emergency Medical Dispatchers in their duties of answering calls for emergency services, to include emergency medical services. This work involves assigning daily duties, creating shift schedules, preparing 9-1-1 Section activity reports, and ensuring adherence to established policies and procedures.

### **ILLUSTRATIVE EXAMPLES OF WORK** *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Supervises and coordinates the all day-to-day operations of the 9-1-1 Section shift and ensures that all prepared documents and forms are completed accurately.

Creates a daily shift schedule to ensure that shift manning requirements are met and keeps track of personnel work hours and schedules breaks in accordance with established policies.

Conducts periodic accountability and serviceability inspections or tests to ensure proper working order of all assigned or associated 9-1-1 equipment.

Submits requests for additional supplies or equipment to the Communications Officer.

Prepares 9-1-1 Section activity reports on a daily, weekly, monthly and annual basis for submission to the Communications Officer.

Keeps track of subordinate records and provides recommendations concerning personnel awards or disciplinary action through personnel counseling.

Provides refresher training for subordinates and enforces established quality management policies and procedures.

Facilitates the implementation of continual skills maintenance, personnel safety, and quality management programs.

**ILLUSTRATIVE EXAMPLES OF WORK (Con't)**

Functions as the primary in-house training officer and provides recommendations for additional skills training or refresher training.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of fire, ambulance, police or other emergency response radio and telephone dispatching procedures.

Knowledge of the federal and local regulations, policies, procedures, and laws, governing the use and operations of 9-1-1 communications.

Knowledge of computer systems and software applications assigned to, or in use by the 9-1-1 Section, to include word processing and database software.

Ability to supervise and work effectively with subordinates.

Ability to skillfully operate and troubleshoot all telecommunication equipment associated with the 9-1-1 system and its services.

Ability to communicate effectively.

Ability to make appropriate and rational decisions under stressful conditions.

Ability to guide and train subordinates in the use of 9-1-1, as well as in governmental, departmental, and section rules and regulations.

Skill in typing accurately at a prescribed rate of speed.

**MINIMUM EXPERIENCE AND TRAINING**

- A. Graduation from high school or G.E.D., and four (4) years of experience as an Emergency Medical Dispatcher; or
- B. Graduation from high school or G.E.D. and two (2) years of experience in clerical and typing work including public contact work as a receptionist or related work, and two (2) years of work experience in an emergency services communication operation as a complaint clerk and/or radio dispatcher.

**MINIMUM EXPERIENCE AND TRAINING (Con't)**

- C. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills beyond high school.

**OTHER NECESSARY SPECIAL QUALIFICATIONS**

- A. Valid Cardiopulmonary Resuscitation (CPR) or Basic Life Support Certification and Training.
- B. Valid Basic Telecommunication Certification Training, consisting of at least forty (40) hours of instruction from a nationally recognized organization.
- C. Valid Emergency Medical Dispatcher Certification and training from a nationally recognized organization.

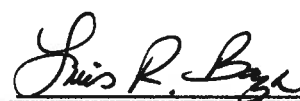
**ESTABLISHED:                    JANUARY 1998**

**AMENDED:                        JULY 2000**

**PAY GRADE:                      I**

<b>HAY EVALUATION:</b>	<b>KNOW HOW:</b>	<b>DI2</b>	<b>132</b>
	<b>PROBLEM SOLVING:</b>	<b>C3 (25%)</b>	<b>33</b>
	<b>ACCOUNTABILITY:</b>	<b>C1C</b>	<b><u>38</u></b>
			<b>203</b>

**This standard revises and supercedes the standard established January 1998.**



**LUIS R. BAZA**  
**Executive Director**  
**Civil Service Commission**