

EMERGENCY SERVICES DISPATCHER

POSTING DATE: May 27, 2009
CLOSING DATE: June 9, 2009
POSITION: Emergency Services Dispatcher
Full time position./shift work is required.
SALARY: \$11.37 per hour including benefits.

A City of Manitou Springs job application is required, no résumé's please.

Job Description:

The Emergency Services Dispatcher performs duties as a communicator, in routine and emergency situations, in a centralized multi-channel communication station. The Emergency Services Dispatcher communicates via telephones, radios, computer networks, and through direct contact with the public as well as personnel from Police, Fire, Emergency Services, and Judicial Agencies. The Emergency Services Dispatcher performs emergency medical dispatching (**EMD**) (**Must pass EMD certification to maintain employment**), using Medical Priority Dispatching software in conjunction with the El Paso-Teller County Regional CAD systems. The Emergency Services Dispatcher also enters and maintains Police Department records (N.I.B.R.S) as required by the FBI and CBI.

Duties-Examples of Work:

The candidate must be willing to work SHIFT WORK, (including midnight shift, evening shift, day shift, weekends and holidays, in an enclosed environment, primarily working alone). The candidate will learn and utilize: police, fire and emergency medical dispatch communications procedures: state statutes, traffic laws, municipal ordinances, criminal and court procedures; and geographic knowledge of the area. The candidate will take emergency and non-emergency calls from incoming phone lines and process the calls utilizing the CAD system and then dispatching an appropriate resource response over the radio system. The candidate will learn the police departments records management system. The candidate will enter all summonses into the records management system, and will enter all police reports into NIBRS. The candidate will enter all police impounds, all Municipal warrants, and also enter information into the daily logs. The candidate must possess the ability to: communicate verbally, and in writing, in a clear and concise manner; think clearly and act quickly in emergencies and under stress; and, work well with others.

Special Requirements:

The qualified candidate must type a minimum of 30 words per minute and successfully pass academic testing and a background investigation as required by the State of Colorado and the Federal Bureau of Investigation for the purpose of certification as CCIC/NCIC terminal operator. Candidate will successfully pass training/testing for

certification as an Emergency Medical Dispatch as required by the El Paso-Teller E-911 Authority. In addition, applicant must successfully pass a psychological examination, a polygraph examination and a pre-employment drug screen. Must possess a valid Colorado driver's license and proof of valid insurance.

The following are the established "Job Descriptions" required of the Manitou Springs Communications Emergency Services Dispatcher:

. Sitting or standing for the entire eight hour shift . Extensive time at computer station . Extensive time viewing multiple computers screens . No outside lunch hours, must eat lunch at desk while working . Twisting and turning to reach for books and objects . Occasional kneeling, squatting, and rotating positions . Must be able to multi task, talking on the telephone and radio . Typing and entering information into the C.B.I., the records management system, and CCIC/NCIC.

Employment applications may be obtained from the City of Manitou Springs, 606 Manitou Avenue, Manitou Springs, CO. 80829. Applications should be submitted to the Human Resource Office, Attn: Carol Lawson. Applications will be accepted until 5:00 p.m. June 9, 2009 Manitou Springs is an EOE/AA/ADA employer. Posted May 27, 2009