



Office of Human Resources

Paramedic Dispatcher

General Statement of Duties

This class operates and monitors communications equipment to receive reports of medical emergencies and relay information or orders to proper officials.

Distinguishing Characteristics

The Paramedic Dispatcher class operates and monitors radio, telephone, or computer equipment to receive reports of medical emergencies and relay information or orders to proper officials. The Paramedic Dispatcher is authorized to begin Emergency Medical Dispatch, a method of rendering medical treatment over the phone. The Paramedic Dispatcher class is distinguished from the Police Dispatcher class which performs dispatch work operating and monitoring communications equipment in response to police emergencies. This classification is also distinguished from the Aviation Emergency Dispatcher class whose scope of operations is limited to the airport.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice.

Interpersonal Communication & Purpose

Contacts with persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Performs dispatch work to monitor and control the movement of ambulances and provides effective response to medical emergencies using a variety of dispatch equipment.

Prioritizes data received from emergency telephone contacts and obtains pertinent data from callers in order to dispatch paramedics by transmitting information to the appropriate unit.

Determines the medical nature of a call and if immediate medical attention is required the dispatcher begins Emergency Medical Dispatch a method of rendering medical treatment over the phone.

Maintains communications and monitors the status of mobile units for arrival at dispatched locations, ascertains seriousness and exact circumstances of the medical emergency, and dispatches requested information or additional assistance as needed.

Maintains a list of area hospitals and the services available to each hospital and keeps in constant contact with each hospital which allows the hospital to either get set up or refuse the injured party if they have no room or is too busy.

Dispatches and tracks animal control personnel and Denver C.A.R.E.S. vans. Prepares records of dispatch time and unit assignment.

Receives reports and complaints and records pertinent information. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of the concepts, principles, and theories of transmissions, broadcasting, switching, control, construction, or operation of telecommunications systems.

Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

One (1) year of full performance dispatching experience for a police department, fire department (full- paid or volunteer), or emergency ambulance service or two (2) years of experience in emergency telephone public contact work which must have included one year of experience as a 911 emergency operator.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

Subject to varying and unpredictable situations
Handles emergency or crisis situations Subject to many interruptions
Pressure due to multiple calls and inquiries
Requires judgment/action which could result in the death of a patient.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/hand/foot coordination: performing work through using two or more Fingering: picking, pinching or otherwise working with the fingers Handling: seizing, holding, grasping or otherwise working with hands Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body

Near vision: ability to see details at close range (within a few feet of the observer).

Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Depth perception: ability to judge distance and space relationships Far acuity: ability to see clearly at 20 feet or more

Field of vision: ability to see peripherally.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: N

Management Level: 10

Established Date: 8/1/2018

Established By: Lori Schumann

Revised Date:

Revised By:

Class History: