

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: EMERGENCY COMMUNICATIONS SPECIALIST I

Exempt: No	Job Type: 4268E
Pay Grade: E425	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties:

The Emergency Communications Specialist I (ECS I) is a vital, entry-level position focused exclusively on emergency and non-emergency call taking—the single most critical foundation for building a successful career in public safety communications. Classified as a first responder, an ECS I serves as the primary link between the public and emergency services, mastering emergency call processing and Emergency Medical Dispatch (EMD).

Supervision Exercised: None

Supervision Received: This position reports to a Supervisor, Dispatch.

Essential Duties and Responsibilities: (The following examples are illustrative only and are not intended to be all inclusive.)

- Answer, evaluate, and prioritize incoming calls for law enforcement, fire, EMS, and partner agencies, assessing situational urgency with speed and composure.
- Apply Emergency Medical Dispatch (EMD) protocols to deliver critical pre-arrival medical instructions to callers until first responders arrive on scene.
- Utilize computer-aided dispatch (CAD) systems, advanced location tracking tools, radio systems, and paging equipment to accurately log and dispatch emergency requests.
- Access state and national law enforcement databases (NCIC/CCIC) to accurately query and enter critical data regarding warrants, license plates, driving records, and stolen property.
- Provide guidance, information, and proper agency transfers for non-emergency public inquiries.
- Attend daily briefings to stay informed on ongoing activities, relaying unusual or high-risk situations to supervisors promptly.
- Represent the agency during community outreach, public education events, and public speaking engagements as needed.
- Demonstrate knowledge, and exemplify the highest standards of integrity, ethics, and professionalism both on and off duty, aligning with the values of the Douglas County Sheriff's Office and DR911.
- Maintain confidentiality at all times for citizens, emergency responders, and employees defined under HIPPA.
- Perform other related duties as assigned to support daily agency operations.

Knowledge, Skills and Abilities:

- Manage, process, and respond to multiple simultaneous emergency requests with composure and precision.
- Make rapid, sound decisions during high-stress situations, exercising critical thinking when standard operating procedures (SOPs) do not explicitly apply, in consultation with supervisors.
- Communicate effectively with frantic, distressed, or irate callers to de-escalate situations and extract vital, actionable information quickly.
- Interpret maps and apply comprehensive knowledge of local geography to guide field units and ensure accurate, timely dispatching.
- Recall names, faces, numbers, incidents, and places.
- Type accurately at a speed sufficient for real-time emergency recording, meticulously proofreading entries to ensure critical data integrity.
- Express information clearly and professionally in both verbal and written formats across emergency and routine contexts.
- Maintain sharp audio-visual perception to simultaneously monitor multiple computer screens (varying fonts/colors), process multiple concurrent audio streams, and operate radio equipment via headset.
- Regular predictable attendance. A reliable form of transportation for the performance of work responsibilities is required.
- Ability to work all shifts in a 24/7 operation including: nights, weekends, holidays, on-call and mandatory overtime.

Minimum Qualifications:

- High school diploma or GED.
- Must pass qualifying physical exams, polygraph, psychological and background investigation.
- Obtain required CCIC/NCIC, NENA Core Competencies, CPR and EMD certifications within 6 months of hire.
- Possession of a valid Colorado Driver's License.

Competencies

Communication Skills: Effectively conveys information and expresses thoughts and fact clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts. Able to communicate effectively and maintain a positive working relationship with those we dispatch for. Is able to be assertive, when necessary to control an emergent situation. Projects voice clearly and can control a conversation under stressful conditions.

Social Awareness: Controls personal emotional responses and acts appropriately under high levels of personal stress. Listens with empathy towards others and displays compassion to those in distress. Acts in a manner designed to calm callers in distress.

Multi-Tasking: Can handle multiple projects and responsibilities simultaneously.

Reliability: Demonstrates integrity and accountability. Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate. Regular predictable attendance.

Customer Service: Demonstrates the ability to anticipate responder and citizen needs and deliver services effectively and efficiently using a professional demeanor.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Note: The successful applicant must be able to perform ALL of the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.