



City of Sanford Maine

911 Dispatcher Job Description

Reports To: Shift Supervisor

Nature of Work

This is a highly responsible first responder position which requires data entry and 911 call taking in a multi-agency, multi- jurisdiction regional dispatch center. REQUIRES ability to multi-task in a fast paced and stressful environment and common sense decision making.

Annual evaluation based on performance / QA of EMD and peer review.

Mandatory Capabilities include:

- Superior Communication Skills
- Ability to stay focused while in a stressful environment
- 911 Call taking, determination of assistance required
- Communicate on Police and Fire radios utilizing proper language and approved 10 codes
- Dispatching and tracking of assigned first responders
- Render Emergency Medical assistance via phone utilizing Emergency Medical Dispatch protocols
- Render Emergency Fire assistance via phone utilizing Emergency Fire Dispatch protocols
- Provide pre-arrival instructions to callers utilizing EMD.

- Warrant entry and verification
- Data entry via conventional QWERTY keyboard
- Provide information as requested by first responders / the public
- Work harmoniously with partner agency personnel
- Keeps first responders apprised of changing conditions on scene
- Maintains required certifications and Licenses: NAED/EMS/EMD/EFD/CPR
- Complies with all published standard operating procedures and guides.
- Able to work assigned shifts.
- Must be able to accomplish ordered mandatory overtime

Starting wage while training is: \$18.80 per hour with an increase on 1 July 2019 to \$20.38 per hour.

Once qualified, wage is \$21.07 per hour with a raise on 1 July 2019 to \$22.70 per hour.

Additionally, you may be eligible for a higher rate of pay if you have college credits.

Eligible to participate in the City's health insurance.

Eligible to participate in the Maine State Retirement plan.

