|  |  |
| --- | --- |
| POSITION DESCRIPTION (Please Read Instructions on the Back) | 1. Agency Position No.**NV52006** |
| 2. Reason for Submission[ ]  Redescription [x]  New[ ]  Reestablishment [ ]  Other | 3. Service[ ]  Hdqtrs [x]  Field | 4. Employing Office LocationVarious (CNIC) | 5. Duty StationVarious (CNIC) | 6. OPM Certification No. |
| ExplanationENTERPRISE-WIDE TEMPLATE PD FOR USE AT CNIC’s REGIONAL EMERGENCY RESPONSE DISPATCH CENTERS | 7. Fair Labor Standards Act[ ]  Exempt [x]  Nonexempt | 8. Financial Statements Required[ ]  Executive Personnel [ ]  Employment and Financial Disclosure Financial Interests | 9. Subject to IA Action[x]  Yes [ ]  No |
|  | 10. Position Status[x]  Competitive[ ]  Excepted (Specify in Remarks)[ ]  SES (Gen.) [ ]  SES (CR) | 11. Position is[ ]  Supervisory[ ]  Managerial[x]  Neither | 12. Sensitivity[ ]  1 Non- [ ]  3 - Critical Sensitive Sensitive[x]  2 Noncritical [ ]  4 - Special Sensitive Sensitive | 13. Competitive Level (To be Coded locally)14. Agency Use |
| 15. Classified/Graded by | Official Title of Position | Pay Plan | Occupational Code | Grade | Initials | Date |
| a. U.S. Office of Personnel Management |  |  |  |  |  |  |
| b. Department, Agency or  Establishment |  |  |  |  |  |  |
| **c. Second Level Review** |  |  |  |  |  |  |
| d. First Level Review | Regional Emergency Response Dispatcher\* | GS | 2151 | 07 | JJ | 5/28/12 |
| e. Recommended by  Supervisor of Initiating  Office |  |  |  |  |  |  |
| 16. Organizational Title of Position (*if different from official title*) | 17. Name of Employee (*if vacant, specify*) |
| 18. Department, Agency, or EstablishmentDepartment of the Navy | c. Third SubdivisionEmergency Management |
| a. First SubdivisionCommander, Navy Installations Command | d. Fourth Subdivision |
| b. Second SubdivisionOperations Program | e. Fifth Subdivision |
| 19. Employee Review--This is an accurate description of the major duties and responsibilities of my position | Signature of Employee (*optional*) |
| 20. Supervisory Certification. *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.* |
| a. Typed Name and title of Immediate Supervisor | b. Typed Name and Title of higher-Level Supervisor or Manager (Optional)Owen McIntyre, Program Director, CNIC N37 |
| Signature | Date: | Signature**//S//** | Date**12 Apr 12** |
| 21.  **Classification/Job Grading Certification.** *I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.* | 22. Position Classification Standards Used in Classifying/Grading PositionPCS for Dispatching, 2151, TS-44, February 1963PCS for Telecommunications Processing Series, 0390, TS-110, Nov 1981 |
| 1. Typed Name and Title of Official Taking Action

James K. JamisonPrincipal Classifier, Commander Navy Installations Command | **Information for Employees.** The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management. |
| Signature //s// | Date28 May 2012 |  |
| 23. Position Review | Initials | Date | Initials | Date | Initials | Date | Initials | Date | Initials | Date |
| a. Employee (*optional*)  |  |  |  |  |  |  |  |  |  |  |
| b. Supervisor |  |  |  |  |  |  |  |  |  |  |
| c. Classifier |  |  |  |  |  |  |  |  |  |  |
| 24. Remarks: Position is at the full performance level GS-07; BUS: (Coded locally) ; Supv – 8; TE – No; TDP – No. \* This is a template PD for use throughout the CNIC enterprise. Any changes that may impact upon the title, series or grade are not authorized without advance authorization from both the CNIC N3 Emergency Management Program and CNIC N1/N132.  |
| 25. Description of Major Duties and Responsibilities (See Attached)

|  |
| --- |
| NSN 7540-00-634-4265 Previous Edition Usable 5008-106 OF 8 (Rev. 1-85) U.S. Office of Personnel Management |

 |

## Regional Dispatch Center Emergency Response Dispatcher

**GS-2151-07**

**INTRODUCTION**

This position serves under a Commander, Navy Region, an Echelon III command. The Region’s provide coordination of base operating support functions serving numerous Navy installations and activities and reserve components operating throughout that Navy Region’s area of responsibility. These positions are located within the Operations Department, Emergency Management Regional Dispatch Center (RDC), and report directly to the Supervisory Regional Dispatch Center Specialist.

Regional Dispatch Centers provide a central location whereby emergency calls for assistance from citizens of and visitors at Navy Installations may be answered by skilled dispatchers in a prompt, compassionate and courteous manner. It serves as the primary dispatch facility for all Fire, Emergency Medical Service (EMS) and Law Enforcement throughout the Regional area of responsibility.

Staffed 24 hours a day, 365 days a year, the Regional Dispatch Center provides the highest quality, professionally competent public safety services to the Naval Bases as well as the Outlying Naval Bases and provides Mutual Aid to the surrounding cities and counties.

The incumbent serves as a Regional Emergency Response Dispatcher responsible for obtaining the necessary information from various monitoring sources or individuals and dispatching police, fire and medical emergency services assets for Department of Defense (DoD) installations, other Federal installations, and mutual aid to local, county, and state locations. The incumbent also serves as the key point of contact between field personnel, station management and representatives of other public safety agencies during emergency response operations or assignments.

**MAJOR DUTIES AND RESPONSIBILITIES**

A. Technical Duties: (80%)

**Communications**

Incumbent receives emergency and non-emergency requests by telephone, mobile radio calls, mobile data computers or automatic alarms throughout Navy Region Installations. Determines the response agency and services to be rendered based on the nature of the emergency in accordance with established guidelines. Obtains essential information from the computer aided dispatch system or caller and dispatches the correct emergency response units. Communicates via radio with responding personnel to pass pertinent information regarding hazards that may be present at the emergency scene and obtain additional assets if requested by the Incident Commander. Maintains constant liaison with the scene of the emergency to include fire, security and medical supervisors, and other Installation/Emergency Operations Centers as well as the Regional Operations Center, which may be involved with the emergency until official termination of the incident. Receives and responds to inquiries for sensitive law enforcement information from the state Crime Information Center (CIC)/National Crime Information Center (NCIC).

Coordinates with military and civilian agencies in response to mutual aid requests, in accordance with locally established protocols.

The incumbent operates a variety of communications equipment such as Computer Aided Dispatch (CAD), emergency radios, Enhanced-911 (E-911) Enterprise Land Mobile Radio (ELMR), Telecommunication Devices for the Deaf (TDD), and computers with general and specialized software common to the dispatching occupation.

Responsible for proper radio communication necessary to ensure accurate dispatch and effective coordination of emergency response units. Monitors surrounding area frequencies for requests for mutual aid in accordance with local agreements, DOD/Navy regulations, and Federal Law. Operates an ELMR radio console to provide operational coordination of ELMR talk groups as well as necessary patching for mutual aid interoperability.

Receives, analyzes, and disseminates information from an unlimited number of contacts for many purposes, including but not limited to calls of distress, requests for non-emergency assistance, informational inquiries, official notifications, and administrative communications. The incumbent may also receive classified emergency action notifications from higher government agencies over secure telephones.

Screens incoming communications and prioritizes emergency/non-emergency calls and situations. Makes immediate decisions during emergency situations regarding initial deployment of personnel and/or equipment, deployment location, and monitors the activity of personnel in the field. Assists field supervisors in coordinating adequate responses to incidents in progress.

Provides appropriate post-dispatch and pre-arrival instructions and maintains knowledge of all response resources available, sometimes in a widely dispersed environment. Dispatches numerous and dissimilar emergency response assets including fire apparatus, ambulances, police units, boat patrols, K-9, Explosive Ordnance Detachments, and Radiological teams.

Maintains communications with on-duty Public Safety personnel in accordance with established procedures, informs them of duty changes, irregularities, and other information. The incumbent dispatches patrols for routine assignments ensuring patrols are accomplished within established guidelines and properly documented in official records.

Conducts operational checks of communications and telephone equipment, notes discrepancies in accordance with established procedures. Identifies equipment malfunctions and implements established procedures to correct minor problems. Communicates equipment problems to the shift supervisor or the appropriate equipment-servicing representatives.

The incumbent may be required to monitor a variety of emergency telephones and serve as a backup Primary Answering Point. May perform emergency recall notifications to various key personnel dependent on nature of the emergency.

In the event that the RDC has to shift operations to an alternate location for continuity of operations (COOP), the incumbent may be required to operate alternate dispatch, radio, phone, and alarm equipment to sustain dispatch operations.

**Emergency Medical Dispatch (EMD) Services**

Must be certified in accordance with national standards and established protocols to perform EMD services to callers with medical emergencies. Verifies the location and call back number for a medical patient and determines the severity of the emergency situation using EMD checklists. Determines the significant facts relating to the victim, including the chief complaint, age, and status of consciousness and breathing. Instructs caller in a variety of emergency first aid techniques including but not limited to Cardiopulmonary Resuscitation (CPR), the Heimlich maneuver, opening an airway, controlling breathing, controlling bleeding, emergency childbirth, etc. Maintains continuous contact with the caller (when appropriate) during emergency situations and provides instructions regarding what to do, or not to do, prior to the arrival of emergency responders.

**Alarm and Closed Circuit Television (CCTV) Monitoring**

Utilize computer database to access and secure security areas, control access gate functions, recall logged events, track and relay information on special operations, and maintain alarm location diagrams. Load additional information into database system regarding new building location or changes in function. Update response criteria as required.

Monitors and controls CCTV and other detection systems as both a general surveillance tool and as an assessment tool while observing activity for the presence of unusual, unauthorized or prohibited activity. Authenticates fire and security alarms where CCTV coverage is available.

Authorizes and validates operational tests of fire and security alarm systems, which report remotely to the Dispatch Center.

May receive alarm reports from private agencies monitoring alarms in buildings for tenant activities, dispatches appropriate emergency response personnel as required.

B. Administrative Duties: (20%)

Maintains logs, forms and status of security and fire personnel on duty and available using the CAD system. Tracks location of assigned units, alarm testing in progress, and status of emergency responses. Broadcasts local weather warnings to appropriate personnel. Maintains and updates recall information as required. Updates and loads building special hazard information into the CAD system. Accesses building information and layout as required for response personnel.

Participates in skills training and dispatching drills, formal/informal training classes and courses on communications equipment, emergency service communications anddispatching procedures to maintain proficiency and certification.

The incumbent assists officers in the field with a variety of information available from computerized databases for the purpose of locating persons, owners of vehicles, occupants of housing units, etc. Incumbent operates a National Crime Information Center (NCIC) terminal for researching vehicle ownership, license plate and operator's license verification, wants and warrants on persons, etc.

May serve as a central point of contact during after-hours, weekends, and holidays to respond to requests for information relative to installation departments, military commands and personnel, tenant commands and/or general inquiries.

Performs other duties as assigned.

**CLASSIFICATION FACTORS**

Factor 1 - Knowledge Required of the Position

Comprehensive knowledge and technical skill in operation of a Computer Aided Dispatch (CAD) System, radio equipment, trunking radio and talk group systems, Enhanced 9-1-1 telephone systems, Closed Circuit Camera Systems, fire and security alarm systems, and databases that support response to law enforcement, fire, medical, hazmat, and Chemical, Biological, Nuclear, and Explosive emergencies.

Must possess skill in processing multiple requests for emergency service simultaneously without direct assistance from supervision.

Working knowledge of appropriate local, state, and federal regulations pertaining to emergency dispatch and radio communications.

Comprehensive knowledge of the geography and demographics within the Region’s jurisdiction, e.g., roads, streets, buildings, organizations, ranges, training areas, impact areas, box alarms, housing areas. This includes surrounding jurisdictions to ensure proper coordination efforts with local and state public safety agencies.

Technical knowledge of dispatch center policies, procedures, and publications.

Working knowledge of command organization, assigned mission of installation organizations, and inter-agency procedures to coordinate emergency responses.

Must possess the ability to make independent decisions during emergencies and communicate those decisions to the responding units in concise terms.

Knowledge of the capability of police, firefighting, and emergency medical vehicles and equipment to enable information relay during responses and familiarity with the general capabilities of various types of rescue vehicles and equipment.

Factor 2 - Supervisory Controls

The incumbent receives direct supervision from the Supervisory Regional Dispatcher Center (RDC) Specialist during routine and emergency situations. Work is routinely performed independently, without direct supervision.

Specific instructions may also be provided by the Lead Dispatcher, the Operations Manager, the RDC Manager, and the Regional Emergency Manager or Operations Officer.

The incumbent extracts information, identifies problems, and makes decisions under pressure to insure the correct emergency response is sent promptly, and take corrective action. This sometimes requires adapting and modifying operating procedures.

Work is evaluated on the basis of written reports, retained logs and records, information obtained from the Supervisory RDC Specialist, and personal observation and the performance of the dispatch staff in achieving objectives and other assigned projects.

Factor 3 - Guidelines

Guidelines include written and oral instructions, agency regulations and directives, state and federal laws, and manufacturer’s catalogs and equipment manuals.

While the guidelines are generally applicable, the incumbent is routinely called upon to use judgment in selecting, adapting and applying the most appropriate guidelines to fit the situation. The dispatcher is sometimes required to analyze problems not anticipated by the original instructions and based on experience and training, must determine and implement the appropriate response without assistance from RDC supervision. When guidelines do not cover situations completely, the dispatcher must be resourceful when accounting for unique elements of a situation.

Factor 4 - Complexity

The incumbent simultaneously monitors or operates a CAD system, a multi-line telephone system, a multi-channel radio system, a multi-channel logging recorder, computerized security alarms, fire alarm systems, and CCTV. Incumbent operates multiple computer systems.

The dispatch center answers routine and emergency requests for service, evaluates the requests, and dispatches appropriate police, fire or medical units to Navy Installations in the Region. Frequently more than one emergency occurs at the same time and the incumbent must constantly consider, assign priorities and implement appropriate action and responses, control units in the field and coordinate with other supervisory and managerial personnel. The incumbent is responsible for the accuracy and completeness of the information relayed to responding units and entered into logs and records.

Work is performed under rigid time constraints (emergencies must be handled as quickly as possible). Priorities and assignments change several times a day in response to new events. The incumbent has little or no control over the volume of incoming tasks or their urgency.

Dispatch console operators input inquiries for sensitive law enforcement information into the State’s Crime Information Center computer, the FBI’s National Crime Information Center (NCIC), and the licensing/motor vehicle departments of all 50 states. Each state issues a different reply format; operators are required to interpret computer replies, relay information to appropriate personnel, suggest further avenues of inquiry, and print copies for use in police reports. Frequently, the operators are given incomplete or incorrect information for use in making the inquiries. The operators must use their knowledge of the system and experience to successfully make the inquiries and obtain the desired information. The operators are responsible for composing and sending computer messages to other law enforcement agencies as required.

The incumbent is required to review reports in detail, detect shortcomings, and make quick and positive evaluations as to their significance.

The incumbent must recognize trends that indicate problem areas, determine what the problem areas are, and recommend corrective action.

The incumbent must have a complete understanding of Navy Incident Management System (NIMS) and Incident Command Systems (ICS) concepts.

Factor 5 - Scope and Effect

The purpose of the work is to provide emergency and non-emergency responses to all installations within the Region and leased buildings located outside those installations. The purpose of this work is also to provide mutual aid to city and county agencies in the surrounding areas. This work has a direct affect on the safety and lives of responding units, patients, victims, bystanders, and damage or destruction of property. The effects of the incumbent’s actions are local, state and federal.

Factor 6 - Personal Contacts

Contacts are with callers requesting emergency and non-emergency assistance; with emergency service agencies in County, State, and Federal organizations; and with employees of other emergency dispatch centers. Some contact occurs regularly and others only as necessary.

Factor 7 - Purpose of Contacts

Contacts from callers are used to provide information, to redirect the caller to a more appropriate information source, and/or to initiate a decision-making process that supports a request for event response assistance.

Contacts are used to work with others in solving problems, such as emergency response that employees in dispatch centers cannot solve for themselves.

Contacts are used to provide technicians and engineers with a preliminary report or diagnosis of equipment problems and to assist in equipment tests and repairs.

Contacts ensure all local and government guidelines are met by coordinating and participating with local government officials and organizations on a periodic basis in order to show compliance with all medical and law enforcement standards.

Factor 8 - Physical Demands

The work is mainly sedentary. Walking, standing and stooping may occur in performing duties of the position.

Incumbent must be able to use a computer keyboard.

Incumbent must be able to read information on computer screens, and clearly see images on the CCTV.

Incumbent must have color vision adequate to distinguish between green, red, and yellow lights on alarm and equipment control panels and to read information from a multi-colored computer screen.

Incumbent must be able to write and speak English clearly and distinctly so that they are easily understood over the telephone and radio and documentation is easily readable.

Incumbent must be able to clearly hear conversations over the phone and radio regardless of the age or sex of the caller and to distinguish between different audible alarm tones used in dispatch. Incumbent may use hearing correction devices to augment their natural hearing in order to meet the requirements listed.

Although the physical activity of this job is that of an office environment, the emergency nature of the work, the rigid time constraints for response actions, the emotional state of the persons calling for service, and the nature and consequences of the decisions the incumbent is required to make, categorize this position as one of high mental and emotional stress.

Factor 9 - Work Environment

Incumbent’s normal work site is within a Regional Dispatch Center (RDC) facility. The communications facility is a climate controlled room. Employees work at consoles equipped with CAD, multiple channel radios, 911 telephone system, computers and other electronic equipment.

During emergencies, employees may be required to work long periods without breaks.

To ensure employee safety and health regions must maintain personnel protection programs consistent with applicable laws and regulations. These programs may include engineering controls, training, work procedures, use of personal protective equipment, and medical surveillance. As part of medical surveillance programs the incumbent will be required to take medical examinations to assess his/her medical qualifications for duty involving work with the high level of stress inherent in this job.

Other

Incumbent is required to be certified as a [State] State Telecommunicator I and II, level II [State] State Access/[State System] operator, and certified in Criteria Based Dispatch. Incumbent is required to have successfully completed Emergency Medical Dispatch Trainer course, NESCOM Course 3474 and all other training as assigned.

Incumbent is required to successfully complete the RDC Training Program to include classroom and On-The-Job Training (OJT).

Incumbent is categorized as emergency essential, (Category 5 in accordance with CNIC 3440.17), and as such may be ordered to report to duty for extended periods under emergency conditions.

Must obtain and maintain a secret security clearance.