

## CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

### CLASSIFICATION

**TITLE:** EMS Dispatcher

**CLASS CODE:** 5731

### **GENERAL DESCRIPTION OF DUTIES:**

Incumbents receive and evaluate telephone calls for Emergency Medical Assistance and dispatch appropriate emergency response personnel to the scene.

### **DISTINGUISHING CHARACTERISTICS:**

This is an entry-level service classification in the Emergency Medical Series – Adjunct Group job family within the City of St. Louis. Incumbents perform a variety of routine duties. The distinguishing characteristics of this classification within the series include responsibility for receiving calls for emergency dispatch service and dispatching emergency medical response personnel to the scene.

Incumbents work under direct supervision. Duties are performed according to determined instructions and prescribed by standards and procedures. The supervisor may, or may not, be present at all times.

### **EXAMPLES OF WORK (Illustrative Only):**

***(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)***

Receives and evaluates emergency telephone calls. Interviews callers to gather pertinent information including location, emergency site conditions, possible injured persons, names of involved persons/witnesses, descriptions and other information. Provides information to callers as appropriate.

Dispatches appropriate emergency medical response personnel/units to the scene.

Transfers calls to appropriate persons/agencies.

Enters information to computer records. Completes activity/call logs and information sheets.

Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **Data Utilization:**

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

### **Human Interaction:**

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

### **Equipment, Machinery, Tools and Materials Use:**

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as computer-aided dispatch console, telephone, paging system, and/or materials used in performing essential functions.

### **Verbal Aptitude:**

Requires the ability to utilize a variety of advisory data and information such as activity logs, time sheets, maps, street guides, standard operating procedures, technical operating manuals and guidelines.

### **Mathematical Aptitude:**

Requires the ability to perform addition, subtraction, division and multiplication.

### **Functional Reasoning:**

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

### **Situational Reasoning:**

Requires the ability to exercise the judgment, decisiveness and creativity required in emergency situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

### **Environmental Factors:**

Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions. Although incumbents are subject to stress by being involved by telephone with emergency situations.

**Physical Requirements:**

Requires the ability to sustain prolonged visual concentration.

Requires the ability to speak clearly.

**Sensory Requirements:**

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks to evaluate callers during emergency situations and decipher colored maps.

The City of St. Louis is an Equal Opportunity Employer. In compliance with Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.