



Lewiston-Auburn 9-1-1 Emergency Communications System

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Department: Operations

Job Title: Emergency Communications Specialist

Pay Grade: Entry Level as outlined in the Collective Bargaining Agreement

Job Relationship:

- A. Responsible to: Communications Supervisor (TC4), Lewiston-Auburn 9-1-1
Emergency Communications Center
- B. Supervises:
- C. Manner of Review and Approval of Work: Through direct observation of activities.

Employee Definition: Full-Time Union Non-exempt

Hours: Average of 37.33

Job Summary

Under the general direction and supervision of the Communications Shift Supervisor, the emergency communications specialist serves as the vital communications link between the public needing help and emergency services response. This entails the ability to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including but not limited to law enforcement, fire, and emergency medical services; triaging those requests for service, providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

Representative Duties and Responsibilities:

1. Triage requests for emergency services, recognizing if a call is received from telephone, text, video, or an automated data feed.
2. Demonstrating clear and effective communications with active listening, call control, judgment, respect, and empathy.
3. Providing pre-arrival and post-dispatch instructions to those that are requiring assistance during high stress situations, such as cardiopulmonary resuscitation (CPR), childbirth, hemorrhaging, active shooter, and entrapments.
4. Ascertaining incident information by obtaining and verifying caller information and location, using all available data, to determine the nature of the incident and provide information to emergency services either verbally and/or digitally.
5. Utilizing proper resources to assist with callers who have mental health or language barriers to ensure appropriate emergency services are rendered.

6. Determining caller location by using geographic knowledge, tools, and location tracking capabilities when available.
7. Maintaining communications during life-threatening emergencies, providing safety/lifesaving instructions, and maintaining control of the conversation until field units arrive on scene.
8. Using training and operational protocols to take appropriate action such as relaying critical information, dispatching emergency response services, or referring callers to other agencies.
9. Demonstrating clear and effective communications and active listening with public safety responders using appropriate terminology, codes, and signals. Relaying initial information for dispatch accurately, reviewing the call for service details, and assuming incident command until first responders arrive.
10. Conducting safety status checks of responders and using other available technology to ensure on-scene responders' safety.
11. Operating emergency, administrative, and backup communications systems effectively.
12. Interpreting local and regional geography to quickly and accurately identify the location of the emergency to improve response times of field responders.
13. Operating multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), state and federal clearinghouses, call handling including teletypewriter (TTY) and text-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems.

Working Conditions and Job Hazards:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit or stand and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to handle or feel objects, keyboards or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is usually moderate.

The position may be asked to work shifts at any time of the day, including nights, weekends and holidays, overtime is often required.

The position requires regular and predictable on site attendance with occasional travel.

The work can fluctuate from minimal to fast-paced and high call volume. This position deals with crisis situations that require quick decisions involving people, resources, and property, often with limited direction.

This position will be exposed to stressful situations and emotional callers.

Skills, Knowledge, and Abilities (SKA's):

1. Skill in notifying key personnel of critical incidents, using judgement to determine the need to contact other law enforcement and public safety agencies for additional information and resources as needed, or relaying information regarding incidents.
2. Ability to use logic, critical thinking, and reasoning to reach conclusions and solve problems.
3. Ability to interpret and apply policies, procedures, and guidelines.
4. Ability to maintain confidentiality of sensitive information and situations.
5. Ability to communicate clearly, concisely, and effectively.
6. Ability to maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies.
7. Skill in handling multiple tasks in emergency and non-emergency situations.
8. Ability to obtain information from hostile, confusing, and emotional callers.
9. Ability to provide professional customer service.
10. Ability to recall names, numbers, and locations accurately.
11. Skill in reading and interpreting geographical spatial data and maps.
12. Ability to operate computer systems with specialized software and enter data via keyboard with speed and accuracy.
13. Ability to organize and prioritize work to meet deadlines and accomplish tasks.
14. Ability to use judgment and decision-making skills to rapidly evaluation situations, establish priorities, resolve matters, and pass on information, as needed.

Specifications and Qualifications

1. High school diploma or equivalent.
2. General computer knowledge required.
3. Proficiency in written and spoken American English.
4. Ability to successfully pass security clearance, to include a thorough background investigation, and submission of a completed applicant fingerprint card to the S.B.I. Identification Division.
5. Ability to successfully complete the Certified Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy within one year of employment.
6. Ability to obtain Emergency Medical Dispatch Certification within six months of employment.
7. Ability to obtain Emergency Fire Dispatch Certification within six months of employment.
8. Ability to obtain Emergency Telecommunications Certification within six months of employment.
9. Ability to obtain Maine EMS license at the EMD level upon completion of Emergency Medical Dispatch certification.
10. Ability to obtain CPR certification within six months of employment.

The duties above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

TWH 5/1/2025