

**PENOBSCOT REGIONAL COMMUNICATIONS CENTER  
JOB DESCRIPTION**

**I. IDENTIFICATION**

JOB TITLE: COMMUNICATIONS OPERATOR  
LOCATION: 97 HAMMOND STREET, BANGOR, ME 04401  
REPORTS TO: COMMUNICATIONS SUPERVISOR

**II. JOB SUMMARY**

PERFORMES PUBLIC SAFETY/EMERGENCY MEDICAL DISPATCHERS DUTIES IN ACCORDANCE WITH POLICIES AND PROCEDURES OF THE EMPLOYING AGENCY AND IN COMPLIANCE WITH GOVERNING FEDERAL AND STATE PROCEDURES AND/OR LAWS. WHICH SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING:

**III. CORE ELEMENTS OF THE JOB**

A. ESSENTIAL JOB FUNCTIONS: \*\*\*\*\*

1. Knowledge of all Penobscot Regional Communications Center (PRCC) Policies and Standard Operating Procedures.
2. Knowledge of local, state, and federal laws, rules and regulations applicable to the Communications Center and all law enforcement agencies, fire services, EMS services and private services affiliated with Penobscot Regional Communications Center.
3. Receive and dispatch via radio and/or telephone all incoming emergency complaints to the appropriate agency and/or service, using pager encoders on correct frequencies, or other appropriate channels of communications.
4. Provide Emergency Medical Dispatch (EMD) Pre-arrival Instructions as necessary, based on training and EMD provided directions.
5. Receive and dispatch or redirect all non-emergency incoming calls to the appropriate individuals or services for assistance.
6. Be able to locate and provide resource information from available resources as requested by callers.
7. Knowledge of police, fire and rescue policies, standard operation procedures for dispatch, and emergency procedures such as jail breaks, search and rescue and disaster plans.
8. Generate and maintain complaint card information on all incoming calls for service, either through the Summit System or cards when the Summit computer is not operational.
9. Perform data entry in Summit and the METRO system, and file all warrants delivered to the PRCC for Processing.

10. Perform numerous personal computer functions.
11. Communicate with the speech and hearing impaired utilizing a Telecommunications Device for the Deaf (TDD).
12. Send and receive Fax Machine material.
13. Be able to clean, re-set, play and record, utilizing the center's recording and play back equipment.
14. Knowledge of materials in the communications center that provide resource information and location of logs to be maintained.
15. Be able to function on your own or as a team member.
16. Perform additional duties and related tasks as needed or as directed by a proper authority.

**B. OTHER RELATED DUTIED/RESPONSIBILITIES:**

1. Ability to be at his/her duty station as required unless assigned to alternate duties by a supervisor.
2. Ability to work assigned schedules.
3. Participation as in department shifts, supervisors meetings, and may sit on various boards and panels.
4. Participate in mandatory training.

**IV. SPECIFICATIONS/QUALIFICATIONS**

**A. EDUCATION/TRAINING (MINIMUM REQUIRED AND PREFERRED)**

1. Minimum – High School Diploma or GED
2. Minimum – able to be or is certified in CPR (A.H.A. or A.R.C.)
3. Minimum – able to be or is certified in Emergency Medical Dispatching, under Medical Priority Consultants program.
4. Successful completion or is certified in M.C.J.A. Terminal Operations Course.

**B. JOB RELATED EXPERIENCE (MINIMUM REQUIRED AND PREFERRED)**

1. Use of Radio and telephone communications.
2. Computer data entry and inquiry.

**C. SPECIAL SKILLS**

1. Must have personal computer knowledge and skills.
2. Able to perform and prioritize multiple tasks efficiently, while under stress.
3. Must be able to demonstrate leadership abilities.

**D. SPECIAL JOB REQUIREMENTS**

1. Minimum 18 years of age.

2. Successfully pass a full criminal and motor vehicle background check, polygraph examination, fitness for duty exam, drug screening test and hearing test at the expense of the County.

E. COGNITIVE REQUIREMENTS

1. Ability to understand, follow and provide written and/or oral instructions.

F. PHYSICAL REQUIREMENTS

1. Successfully complete physical assessment based on the Department Functional Job Description.

G. WORK ENVIRONMENT

1. Office setting within the Penobscot Regional Communications Center.

\*\*\*\*External and internal candidates as well as job/position incumbents who become disabled, must be able to perform the essential functions either unaided or with reasonable accommodation which will be determined by management on a case-by-case basis.