

<b>1.5</b>	<b>Job Description - Emergency Communications Officer (ECO)</b>
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**GENERAL STATEMENT OF DUTIES:**

An ECO is any call taker or dispatcher whose primary responsibility is to receive or dispatch calls for emergency services. ECOs receive requests for service of a public safety nature, including law enforcement, fire suppression and emergency medical services. They relay those requests to appropriate agencies that are charged with providing those services. ECOs are employed by SIRCOMM, and directly supervised by and report to the assigned shift supervisor.

**DISTINGUISHING CHARACTERISTICS OF THE POSITION:**

Under the supervision and direction of a shift supervisor, the ECO must quickly, accurately, and appropriately respond to requests for service involving law enforcement, fire suppression and emergency medical services, having additional responsibility to various Public Works and County Disaster Service Agencies. They are responsible to provide support and assistance of a necessary nature and relay accurate and current information to those persons whose duty it is to provide those services. This information and support may be provided by telephone, radio, teletype, computer or any other method available for use in that effort.

**EXAMPLES OF WORK:**

The following tasks are typical for this position. The ECO may not perform all of these tasks and/or may perform similar tasks not listed here. This list of duties is illustrative and used to provide examples only.

1. Operate telephone and radio equipment in order to receive and analyze incoming requests for service pertaining to law enforcement, fire suppression and emergency medical services.
2. Elicit necessary information in order to determine the need for service, the type of service, where the service is to be performed, who needs the service and who is requesting the service.
3. Determine the classification of requests for service.
4. Dispatch appropriate agencies and personnel to address the need for service.
5. Provide continuing communications and necessary support to responding personnel.
6. Contact other governmental or private agencies to obtain needed services or additional support.
7. Operate technical electronic equipment, computers, office equipment or appliances, and may perform necessary preventive or minor maintenance functions. If not qualified to perform those functions, make appropriate notifications in order to facilitate repairs.
8. Gather information necessary to draw and maintain accurate street maps.
9. Become familiar with the duties of the shift supervisor position in order to act in the capacity of Senior ECO during any temporary absence of a shift supervisor, at which time would report directly to the Deputy Director.
10. Perform such other tasks and responsibilities as may be assigned by a shift supervisor, the Deputy Director, or the Director.

