



City of Austin - JOB DESCRIPTION



EMS Medic I - Communications

FLSA:	EMS42/Non-Exempt	EEO Category:	(30) Technicians
Class Code:	13425	Salary Grade:	YB3
Approved:	November 29, 2012	Last Revised:	April 01, 2013

Purpose:

Under general direction of the EMS Commander-Communications, performs tasks related to operation of emergency communications center and use of equipment to receive, send, and relay emergency medical pre-arrival information in response to emergency calls.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Provides information to responding units and on-scene personnel.
2. Triage medical conditions by phone
3. Determines emergency callers' location through standardized medical triage.
4. Assists callers by analyzing, evaluating, and determining appropriate emergency medical pre-arrival instructions as defined by the Medical Director.
5. Operates a variety of communication and computer-based equipment used in taking 911 medical calls .
6. Maintains necessary documentation and records.
7. Relays operational information to EMS supervisory staff.
8. Maintains a strong safety focus and follows safety standards and practices.
9. Attends meetings, seminars, and training sessions to stay current in the knowledge and skill competencies as required by the department.
10. Advocates for patient

Responsibilities - Supervisor and/or Leadership Exercised:

None

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge of emergency medical call-taking.

Knowledge of various emergency telecommunications operations.

Knowledge of the primary and secondary streets and highways in service area.

Knowledge of various services provided by EMS.

Knowledge of basic pre-hospital emergency medical care and rescue.

Skill in oral and written communications.

Skill in the operations of EMS communications equipment.

Skill in responding quickly and calmly in emergency situations.

Ability to identify and meet the needs of the patient, family, and support agencies.

Ability to establish and maintain effective working relationships with EMS employees, emergency personnel and the general public.

Ability to type 35 WPM with an 80% accuracy rate

Minimum Qualifications:

High School Diploma or GED.

Licenses and Certifications Required:

Texas Department of State Health Services certification as an Emergency Medical Technician- Basic (EMT-B) or higher, or eligibility for reciprocity at that level of certification.

National Academy of Emergency Dispatch (NAED) Emergency Medical Dispatch (EMD) Certification within ninety (90) days of the date of initial hire.

Austin-Travis County OMD Emergency Medical Dispatch (EMD) Credentialed within nine (9) months of the date of initial hire.

American Heart Association CPR Certification within ninety (90) days of the date of initial hire.

Texas Class "C" Driver's License

Physical Requirements:

Unimpaired mobility: Must be able to quickly relocate to a back-up Communications Center or Mobile Communications vehicle.

Lifting: Lightweight lifting from varying heights, carrying materials weighing approximately twenty (20) pounds.

Fine Motor Skills: Must be able to quickly and accurately operate required computer and 911 phone equipment.

Vision: Must have correctable vision acceptable for 911 communications computer and equipment operation, must have color acuity adequate for determination of incident flagging and alerts in the Computer Aided Dispatch Computer, 911 Phone System and other communications equipment.

Hearing: Must be able to hear and understand information provided by callers by phone and must be able to hear and understand radio traffic.

Speech: Must be able to speak and enunciate clearly and at a level audible to others by phone and radio, must be able to speak clearly in stressful situations, must be able to verbally communicate with patients, families and other emergency personnel by phone and radio.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.