



# Essential Functions And Job Activities

## SECTION 1 – General Information

Position No.:	N/A	Job Title:	<b>Medic - Communications</b>
Department:	Emergency Medical Services	Revision Date:	April 17, 2015
Division:	Communications	Completed & Reviewed By:	Mike von Wupperfeld, Blake Hardy
Location:	Travis County	Hiring Manager:	N/A

### Briefly Describe Position:

Under the general direction of the EMS Commander-Communications, performs tasks related to operation of emergency medical services communications center. Uses computer, telephone, and radio equipment to receive, send, and relay emergency medical response information for emergency and non-emergency calls received at a major urban 9-1-1 Emergency Communication Center for the Austin – Travis County Metroplex.

Essential duties and functions may include but are not limited to answering 9-1-1 emergency and non-emergency calls, determining emergency callers' location, conducting standardized emergency medical dispatch protocols, determining appropriate emergency medical pre-arrival instructions, dispatching emergency ambulances and other emergency response units, monitoring EMS unit status and location, coordinating the movement of available unit to provide optimum response coverage, and providing information to responding units and on scene personnel.

Operates a variety communication and computer-based equipment used in taking 911 medical calls, dispatching, communicating with and monitoring EMS and First Responder units.

Maintains necessary documentation and records, both written and computer based. Relays operational information to EMS supervisory staff as appropriate. Maintains a strong safety focus and follows safety standards and practices. Attends meetings, seminars, and training sessions to stay current in the knowledge and skill competencies as required by the department. May perform additional duties as assigned.

## SECTION 2 – Essential Job Functions

Frequency = D (daily), W (weekly), or M (monthly) in the PERCENTAGE OF TIME column.

Percent of Work Activity		D = Daily	W = Weekly	M = Monthly
<b>O = Occasional</b>	Up To 33%	Up To 2.5 hrs	Up To 12 hrs	Up To 60 hrs
<b>F = Frequent</b>	33 - 66%	2.5 hrs - 5.5 hrs	12 hrs - 24 hrs	60 hrs - 120 hrs
<b>C = Constant</b>	>66%	5.5 hrs - 8 hrs	24 hrs - 40 hrs	> 120 hrs

E.F. Number	PERCENTAGE OF TIME			Description of Task
	O Up to 33%	F 33 – 66%	C > 66%	
1		D		Operates a wide variety of electronic equipment including but not limited to: 9-1-1 emergency telephone system, multi-frequency radio console, multi-line business telephone console / system, computer work station with multiple screens, computer-aided dispatch terminal with multiple monitors, voice recording system, portable and mobile radios. Use of communications headset(s) may be required.
2	D			Operates standard office products and equipment (staplers, hole punches, computer printers, fax and copier machines, etc.).
3			D	Determines callers' location through standardized protocols.
4			D	Dispatches / coordinates appropriate resources using available communications technology.
5			D	Determines and delivers appropriate emergency medical pre-arrival instructions following Medical Priority Dispatch protocols.
6			D	Monitors EMS unit status and locations, coordinating the movement of available units to provide optimal response coverage.
7		D		Provides information to and coordinates with responding ATCEMS, AFD, County ESD, law enforcement, and other response units and to on scene personnel. Relays operational information to EMS supervisory staff.
8			D	Advocates for the patient(s).
9			D	Sits or stands at adjustable workstation for prolonged periods on shift.
10			D	Works a variety of fixed or rotating schedules as defined by Department needs. Standard shift is 12 hours in duration but may extend to 16 hours per day. Standard work week varies/ alternates, 36 hours one week, 48 the alternate week, averaging 42 hours over two weeks.
11			D	Communicates effectively verbally and electronically with the general public, colleagues, supervisors, and other public safety personnel. Able to read and write the English language proficiently. Uses "Language Line" interpreters effectively for non-English speaking callers.
12			D	Works in a high stress environment, generally at CTECC communications center. Maybe assigned to duties at a mobile command post / field environment in extreme environmental conditions (hot, cold, rain, wind).
13			D	Uses Critical Thinking skills to analyze situations, assesses potential consequences of alternatives, then makes logical decisions and takes appropriate action without undue delay.
14			D	Maintains necessary documentation and records, written and electronic, consistent with Departmental standards.
15	M			Attends / participates, as directed, in meetings, drug testing, seminars, in-service training - testing, on-the-job, and outside training. Learns and retains information effectively.
16	M			Maintains currency on all departmental required licenses and credentials including but not limited to IAED – MPD, EMS licensure, CPR, and Texas Driver's license.
17			D	Maintains a strong safety focus and follows established safety standards and best practices.
18	D			Performs limited cleaning of work station, personal headsets, etc.

## SECTION 3 – Strength Abilities

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### Lifting:

E.F. #	Typical Weight	Max Weight	PERCENTAGE OF TIME			Height		Description of Activity and Posture
			O Up to 33%	F 33 – 66%	C > 66%	From	To	
1,2,18	5	20	W			Floor	Desktop	Lightweight lifting from varying heights between floor and shoulder height

### Carrying:

E.F. #	Typical Weight	Max Weight	PERCENTAGE OF TIME			Distance/Grade	Description of Activity and Posture
			O Up to 33%	F 33 – 66%	C > 66%		
1,2,18	5	20	W			100 feet / level	Carrying of office supplies at waist height, reloading of copiers

### Pushing/Pulling:

E.F. #	Typical/Max Force	Max Distance/Grade	PERCENTAGE OF TIME			Description of Object, Activity, Posture and Equipment
			O Up to 33%	F 33 – 66%	C > 66%	
1,2,18	20	100 feet / level	W			Opening of doors with panic hardware door mechanisms. May occasionally push wheeled cart or 2 wheel dolly with supplies

### For CoA Department Review

Based on the strength capabilities required to perform the essential functions of this job and the Department of Labor guidelines; this job is classified as:

Sedentary

Light

Medium

Heavy

Very Heavy

## SECTION 4 – Functional Abilities

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	E.F.#(s) NA	PERCENTAGE OF TIME			COMMENTS
		O Up to 33%	F 33 – 66%	C >66%	
<b>Posture and Mobility</b>					
Sitting	All			D	Workstation is adjustable for height – sitting or standing. Can be adjusted to preferred height Chairs have ergonomic adjustments.
Standing	All			D	
Driving	15	M			May be required to drive on COA business to CE classes, drug screening, other meetings on an infrequent basis
Walking	All		D		Walking in an office environment and from paved parking lot into building
Crouching/Squatting	1,2,18	W			May have to bend and stoop under console or to service copiers / printers
Kneeling	1,2,18	W			May have to bend and stoop under console or to service copiers / printers
Crawling	NA				
Bending/Stooping	1,2,18	W			While working at console / work station
Twisting	1,2,18	W			While working at console / work station
<b>Climbing</b>					
Legs only (e.g. stairs)	1,2,12		W		Occasional use of steps / stairs within building in lieu of use of elevators in 3 story building. Occasional entry / exit into mobile command post(s) as assigned to special event or disaster operations
Arms and legs (e.g. ladder)	2,18	M			Use of step ladder
<b>Reaching</b>					
Above shoulder	1,2,18		W		
Below shoulder	1,2,18		W		
<b>Gripping</b>					
Power Grip	2,18		D		
Pinch Grip	1,2,18		D		
<b>Manual Dexterity/Fine Motor Control</b>					
Writing	1,2,9, 11,14			D	Note taking mainly related to administrative calls or dispatch information
Keyboarding	1,2,9, 11,14			D	Typing at 35 WPM at 80% accuracy
Work With Small Parts/Tools	1,2,18			D	
Manual Controls	1,2,9, 11,14			D	Ability to quickly and accurately operate computer, radio communications and 911 phone equipment
<b>Hearing/Speech</b>					
Conversation	1,2,9, 11,14			D	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
Telephone	1,2,9, 11,14			D	Ability to hear and understand radio communications, often in an environment with a

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		O Up to 33%	F 33 – 66%	C >66%	
Radio communications	1,2,9, 11,14			D	high level of background noise both from the field unit and within the dispatch center
Language	1,2,9, 11,14			D	Ability to speak and understand the spoken American English language proficiently.
<b>Vision</b>					
Color	1-7			D	Color acuity adequate for determination of incident flagging and alerts in the Computer Aided Dispatch Computer, 911 Phone System and other communications equipment
Depth	1,2,6, 15			D	Adequate to walk / maneuver in the 9-1-1 center, navigate steps / stairs, drive a motor vehicle, other life activities
Near Vision	1,2,6, 15			D	Must have correctable vision that allows accurate operation of installed computers, 911 communications technology, & other equipment
Far Vision	1,2,6, 15			D	
Meet Texas Driver's License Vision Requirements ( <b>NOT Commercial Driver's License</b> )	15	M			Personnel driving on COA business must have vision with or without corrective lenses that meets the Texas Vision Test requirements for a Texas Driver's License ( <b>Not Commercial Driver's License</b> ).
<b>Cognitive Ability</b>					
Decision making	Low level	All		D	Learns and retains information related to medical policies and procedures and applies that knowledge effectively
	High level	2,3,6, 13		D	Uses Critical Thinking skills to analyze situations, assess potential consequences of alternatives, then make logical decisions and take appropriate action without undue delay
Timely task completion	All			D	
Handling variety of tasks at once	1-7,11- 13			D	Frequent multi- tasking
Problem solving	1-7,11- 13			D	
Analytical ability	1-7,11- 13			D	Uses Critical Thinking skills to analyze situations, assess potential consequences of alternatives, then make logical decisions and take appropriate action without undue delay
Calculations	1-7,11- 13			D	
Concentration	1-7,11- 13			D	Ability to concentrate in a highly stressful and emotional environment for extended periods of time
<b>Working Conditions</b>					
Contact with co-workers/public	All			D	
Shift work	10,15			D	Works a variety of fixed or rotating schedules Standard shift is 12 hours in duration but may extend to 16 hours
Overtime	10		W		Mandatory On Call (OCP) on some days off. Frequent mandatory overtime and call-back duty
Traveling	15	M			
Working alone	12	M			
Working in remote location	12	M			At special events or in a disaster response
Equipment/ Automobile	15	M			Automatic

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		E.F.#(s) NA	PERCENTAGE OF TIME			COMMENTS
			O Up to 33%	F 33 - 66%	C >66%	
machinery/ vehicle (Describe)	Commercial Vehicle and Mobile Command Post	12	M			Automatic

## SECTION 5 – Environmental Conditions

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<b>Environmental Conditions</b>					
Inside work	All			D	Majority of work is inside at the CTECC communication center
Outside work	12	M			Occasional at special events or in a disaster response / exercise
Uneven terrain	12	M			
High vehicular traffic areas	12	M			
Smoke	All	M			Work environment is a nonsmoking building with a designated exterior smoking area
Dust/particulates	All	M			Building has HVAC system, Occasional exposure on mobile command post
Chemical fumes/vapors/gases	2,18	M			Only from cleaning / janitorial supplies – activities
Loud noise	1,7	D			May be subject to occasional loud noises through headsets and telephone handsets. Dispatch floor has a continuous level of background noise from numerous dispatch stations including noises from computers and other technology. Background noise level (decibels) varies in intensity
Climate conditions	Heat/Humidity	All	D		Environmental controls (HVAC) in building with additional controls on work station. Occasional exposure to heat / humidity or cold conditions when working at special events or during disaster exercises / responses
	Cold	All	D		
Direct sunlight	12	M			
Lighting	Bright	All		D	Console lighting is adjustable
	Dull	All		D	
Vibration exposure	Whole body	12	M		Only when assigned to mobile command post duties. Riding / driving mobile command post

**SECTION 6 – Personal Protective Equipment (PPE)** (Only marked items apply.)

<input type="checkbox"/> Safety Glasses	<input type="checkbox"/> Helmet, Rescue	<input type="checkbox"/> Rubber Bunker Boots	<input type="checkbox"/> APR	<input type="checkbox"/> Fall Protection
<input type="checkbox"/> Tinted Glasses	<input type="checkbox"/> Coat or Apron	<input type="checkbox"/> High Visibility Uniform	<input type="checkbox"/> PAPR	<input type="checkbox"/> Arc Flash Protection
<input type="checkbox"/> Goggles	<input type="checkbox"/> Coveralls/Tyvek	<input type="checkbox"/> Gloves - Exam	<input type="checkbox"/> SAR	<input type="checkbox"/> Sun Screen
<input type="checkbox"/> Face Shield	<input type="checkbox"/> Work Boots	<input type="checkbox"/> Gloves - Rescue	<input type="checkbox"/> SCBA/SCUBA	<input type="checkbox"/> Barrier Cream
<input type="checkbox"/> Hood	<input type="checkbox"/> Bunker Coat	<input type="checkbox"/> Bunker Pants	<input type="checkbox"/> Traffic Vest – Hi Viz	<input type="checkbox"/> Ballistic Vest

Other (describe): None

**Safety Hazard(s)**

Comment on any potential safety hazards in the work area (e.g. equipment, machinery, etc.)

- Fatigue (long shifts and calls in the middle of the night); minimal breaks between shifts (8 hour breaks minimum required)
- Periodic overtime.
- Emotionally taxing calls involving critical incidents / emotional situations with life-threatening trauma, illness, death and dying, mental illness and substance abuse.