



City of Kansas City, Missouri Job Class Specification

Job Title:	Communications Specialist	Department:	FIRE
Job Code:	3020	Status:	NONEXEMPT
		Grade:	F-1

Summary This is routine work of a technical nature in the operation of the emergency dispatching and communication systems.

Work involves receiving and transmitting emergency dispatches, telephone calls, and requests for service; keeping records, testing equipment, and performing related tasks. Training is received on the job and duties become more responsible as skill and work knowledge are acquired. All work is performed in accordance with established departmental rules and regulations.

Duties and Responsibilities

- Answers emergency and non-emergency voice, text to 911, and TDD/TTY for Fire and EMS calls. Obtains location, nature of the emergency and type of response required. Handle difficult and stressful situations with professional composure. Become credentialed as an Emergency Medical Dispatcher during on-the-job training.
- Communicate effectively with field units and other agencies using a complex two-way radio system. Must maintain strict radio discipline, relay incident information to Fire and EMS responders.
- Records incident information and all movements of firefighting apparatus and ambulance units, indicating the; date, time, address, location, and type of fire or emergency, the responding fire company or ambulance unit, and respective command officer.
- Receives complaints of trouble such as water and gas main leaks, streetlights out, lockouts, and hazardous material spills; telephones information to proper departments or authorities.
- Tests daily and inspects fire alarm equipment within the Communications Center; tests outside lines to see that they are in working order; contacts fire stations by radio to ensure that each receiver is working.
- Performs routine custodial work as necessary in order to maintain office, kitchen, dispatch, and related facilities in a tidy condition.
- Performs related duties as required.

Technical Skills	Some knowledge of: The names and general location of principal streets, buildings, and landmarks in Kansas City, Missouri and surrounding jurisdictions. The types, staffing requirements, and general uses of firefighting and EMS apparatus. The operation of telephone, radio, computer, and other communications equipment. Ability to: ▪ Speak clearly and concisely in a well-modulated voice and to use good diction. ▪ Think and act quickly, calmly, and accurately in an emergency. ▪ Establish and maintain effective working relationships with other employees and the general public. ▪ Maintain records and prepare reports accurately. ▪ Dispatch and take messages accurately. Skill in: Computer terminal operations and typing skills.
Education and Experience	High school graduate or equivalent,. Experience in call center, customer service and the public safety environment is highly desirable.
Certificates/ Licenses/Special Requirements	▪ Must pass a physical examination as prescribed by the City. ▪ Will be required to pass a pre-employment drug screen.
Supervisory Responsibility	▪ Must pass a background check as prescribed by the City.
Supervision Received	Work is performed under the immediate supervision of a technical superior. Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.
Created	4/12
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