

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE:                   EMERGENCY MEDICAL DISPATCH COORDINATOR**

**DEFINITION**

Under general supervision, to administer, coordinate, evaluate and participate in the technical and administrative operations of the Emergency Medical Dispatch (EMD) Program within the public safety dispatch center; to perform Emergency Medical Dispatch duties on a relief basis as needed; and to do related work as required.

**REPORTS TO:** Deputy Fire Chief

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Deputy Fire Chief. This position does not exercise supervision over Public Safety Dispatchers.

**EXAMPLES OF DUTIES**

Duties include but are not limited to the following:

- Participate in developing initial and ongoing dispatcher training programs and curriculum for the Emergency Medical Dispatch program; facilitate Cardiopulmonary Resuscitation (CPR) training and other mandatory training as required for EMD dispatchers.
- Evaluate the knowledge and skills of Public Safety Dispatchers in the area of Emergency Medical Dispatch through observation, and by administering written and practical exams to ensure performance standards.
- Monitor program operation and personnel for compliance with State and local laws and regulations; evaluate legislation which impacts the EMD programs.
- Review and evaluate emergency medical dispatch calls on a monthly basis for quality control purposes.
- Develop, administer and monitor the program budget; evaluate and recommend purchase of equipment and supplies related to the program.
- Review , revise, recommend and implement new or existing policies, procedures and operating standards pertaining to dispatch center operations for the EMD program.
- Report non compliant personnel to Public Safety Communications Manager and develop strategies to improve performance.
- Perform all duties of a Public Safety Dispatcher for Emergency Medical Dispatch program as required.

**QUALIFICATIONS**

**Knowledge of:**

- Proper operation of radio, telephone, computer-aided dispatch (CAD), and other types of communications equipment.
- State and local laws and regulations relating to Emergency Medical Programs and Services.
- Modern office methods, equipment and procedures.

**Ability to:**

- Train and evaluate EMD personnel.
- Monitor the accuracy and quality of emergency medical service calls.
- Understand and interpret rules and procedures, provisions of Federal, State and local laws and explain them to others.
- Operate and control radio-telephone, computer terminal, and other office equipment.
- React quickly, efficiently and calmly in an emergency situation and adopt effective course of action.
- Establish and maintain effective working relationships with others.

**Education and Experience:**

Education: Equivalent to completion of the twelfth grade.

Experience: Two years of experience as an Emergency Medical Technician or Emergency Medical Technician/Paramedic or Firefighter/Paramedic.

**MEDICAL CATEGORY:** Group 1**NECESSARY SPECIAL REQUIREMENTS**

Possession of EMT or EMT-Paramedic certification.

Possession of an Advanced EMD Certification through the National Academies of Emergency Dispatch.

Completion of an EMD Quality Assurance program through the National Academies Of Emergency Dispatch.

Possession of, or ability to obtain, a valid appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain within 6 months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

**CAREER ADVANCEMENT OPPORTUNITIES**

**From:** Emergency Medical Dispatch Coordinator

**To:**