



**REGIONAL COMMUNICATIONS CENTRE FUNCTIONAL DESCRIPTION  
COMMUNICATIONS AND DEPLOYMENT SPECIALIST**



## **Communications and Deployment Specialist Functional Description**

The work of a Communications and Deployment Specialist (CDS) requires the capacity to maintain control and provide assistance to callers requiring emergency assistance and is expected to promote an orderly professional operating procedure. The CDS must know the capabilities and limitations of the communications systems they are operating, must be familiar with the administrative organization of the agency or agencies so as to be able to route traffic properly and be aware of the equipment and resources available to the agency: as well as be familiar with capabilities of cooperating agencies and the applicable rules and regulations of Industry Canada.

### **Typical Duties**

#### **Call Evaluation**

- Interact with the public in a professional manner
- Process and evaluate calls for Emergency Services, taking emergency and non-emergency information from at times distraught or hostile callers.
- Gather pertinent information and evaluate the situation for the safety of the caller, and accurately enter detailed information into the computer-aided-dispatch system.
- Ascertain location/warnings of emergencies using records management systems, protocol reference systems, mapping software and other resources in a timely manner.
- Test equipment daily to ensure operational efficiency
- Maintain up to date status records for all communication equipment

#### **Deployment**

- Assign and track all emergency units using computer-aided-dispatch software and trunked radio systems.
- Prioritize multiple events and maintain system status management to ensure response time reliability and service coverage are maintained.
- Maintain radio contact with emergency units
- Utilize AVL/GPS systems to track locations of EMS fleet.

#### **Other**

- Maintain working relationships with other emergency response agencies, City departments and key stakeholders
- Work within established policy and procedures/protocols
- Performs general maintenance and cleaning of workstation

#### **Functional Requirements**

- Ability to speak clearly and distinctly at all times. Most work is verbal
- Ability to form conclusions from disassociated facts and transforms them into concise and accurate messages.
- Ability to assess information in a time sensitive and calm manner
- Most work is random and reactive
- High level of responsibility for you performance and decisions.
- Must deal with unpleasant situations
- Ability to analyze a situation accurately and plan successful courses of action
- Ability to cooperate and communicate effectively with the public, EMS, Police, and Fire department personnel.
- Understand and operate computers, telephones, radios, voice recorders, mapping systems and operating databases.
- Ability to work in a team based environment
- Ability to demonstrate manual dexterity to operate communications equipment
- Ability to adjust to various levels of activity

- Ability to work non standard hours of work (shift work). Twelve hour day/night rotation on a (5-5-4 cycle), short limited breaks, often unable to leave the building for the duration of the shift.
- Ability to multitask
- Maintain composure and handle criticism and verbal abuse
- Ability to remember and recall information
- Function under stress
- Maintain confidentiality

Maintain a public relations role, as the first contact with the caller, the demeanor and competence of the communications and deployment specialist is critical to ensure optimal quality care.