



EMERGENCY SERVICES DISPATCHER (KBO001003)

POSITION SUMMARY:

This position is responsible for receiving emergency information and dispatching emergency services personnel.

MAJOR JOB ACTIVITIES:

1. Monitors the communications center.
2. Answers 911 and non-emergency phone calls via land or cell phone and processes, prioritizes, and Dispatches appropriate response units as needed.
3. Receives alarms, alerts and dispatches firefighting and/or medical crew.
4. Records data and updated relative databases and/or reports.
5. Receives and relays pertinent communication.
6. Performs other duties or assignments as required.

MATERIAL & EQUIPMENT DIRECTLY USED:

1. MCC 7500 Elite Dispatch System.
2. Alarm Center Fire Protection System Monitoring Software and programming equipment.
3. Microsoft Office Suite to include MS Word and Excel
4. Emergency Reporting System software
5. Personal computer, printers, copy machines, scanners, phones, and other general office equipment.
6. Operates non-tactical vehicles as required.

WORKING ENVIRONMENT:

Job assignments may involve the conduct of work in out-of-doors areas with exposure to extreme climatic conditions. Employee use of personal protective equipment (PPE) is required in certain areas. Such PPE includes but is not limited to head, foot, hand, torso, respiratory, vision, and hearing protective devices. Must comply with OSHA, EPA, Fire and Safety Regulations and published company work rules. Individual may be required to execute temporary duty travel as required including but not limited to conferences and deployment exercises.



PHYSICAL ACTIVITIES:

Work may require heavy lifting up, stooping, climbing, prolonged standing, prolonged sitting, and working with or in areas where a potential could exist for exposure to physical, chemical or biological agents.

MINIMUM QUALIFICATIONS:

Education/Certifications: High School Diploma required and one (1) year experience dispatching security, law enforcement, Fire Department or Medical personnel.

Citizen of the United States with a current and active SECRET Security clearance

The following qualifications are preferred:

- HAZMAT Awareness
- American Heart Association CPR
- Emergency Medical Dispatcher (EMD)
- International Fire Service Accreditation Congress (IFSAC) Telle-communicator I (must obtain within 120 days of hire).
- International Fire Service Accreditation Congress (IFSAC) Telle-communicator II (must obtain within 180 days of hire.)

Experience:

One year experience dispatching security, law enforcement, Fire Department or Medical personnel.

Skills:

Excellent computer, interpersonal, oral, and written communication skills required. Computer skills include a working knowledge of Microsoft Word, Excel, and Outlook.

SUPERVISORY/BUDGET RESPONSIBILITIES: None

Primary Location: Kuwait

If interested please go to the link below and apply.

<https://vectrusjobs.taleo.net/careersection/jobdetail.ftl?job=KBO001003&lang=en>

Contact recruiter, Ballery Guthrie at ballery.guthrie@vectrus.com