

Section 1.2: Dispatcher

Adapted from Texas A&M EMS Standard Operating Procedures:

The dispatcher shall meet the following guidelines and responsibilities:

1. Will be approved by the Communications Coordinator.
2. May be removed from the position at any time by the Communications Coordinator, with the approval of the EMS Manager.
3. Will be responsible for knowing and following the Standard Operating Procedures.
4. Shall have completed Dispatcher-In-Training in-services and evaluations, as well as any other training set forth by the Communications Coordinator.
5. Will meet all criteria and training as set forth by the Communications Department.
6. Will be minimally certified in AHA CPR.
7. Shall be responsible for the relative status and location of all vehicles, on-duty personnel, and equipment used by EMS, as is considered practical and necessary for EMS operations.
8. Shall be responsible for notifying city, county, and state agencies of all activities of TAMU EMS in their jurisdiction.
9. Will be responsible for the capability and conduct of all communications involving TAMU EMS.
10. Shall be reasonably knowledgeable of all dispatch procedures, maps, emergency protocols, and common field practices.
11. Will be responsible for knowing the location of all parking tags, as well as ensuring that radio logs are current.
12. Will be awake and in the appropriate dispatcher uniform during Health Center business hours. Refer to *Policy 3.5: Uniform Requirements* in agency SOPs for dispatcher uniform.
13. Will be NIMS 100, 200, 700, and 800 compliant.
14. Have completed all required SSO training.
15. In order to operate any TAMU EMS vehicle, the dispatcher must have a valid Class C Driver's License. Refer to *Policy 8.2: Driver Training* in agency SOPs regarding dispatchers driving TAMU EMS vehicles.
16. Will contact the Communications Coordinator/Assistant Communications Coordinator or Administrator On-Duty as necessary.