Security and Emergency Services Community of Interest
2151 Emergency Dispatching

Career Road Map

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"Support Our Marines Be Part Of The Team"

Career Progression within the 2151 Emergency Dispatching Occupational Series is Marked by Advancing Levels of Expertise in Matters of Dispatch Operations

GS-2151-04/07
Entry Level

Description:
Incumbent is responsible for performing work with supervision as a Dispatcher in the Dispatch Center responsible for dispatching emergency calls related to police, medical, fire, hazardous materials, and other emergencies.

OPM Qualifications:
•One year of specialized experience equivalent to the GS-05 level which is in or directly related to the line of work of the position. Specialized experience is defined as acquiring and using knowledge of the basic principles, concepts, policies, practices, and methods of logistics management. Must be a U.S. Citizen and be eligible to obtain and keep a Secret Clearance.
OR
•Completion of one full academic year of under graduate level education or successfully meet the requirements of the Superior Academic Achievement provisions.
OR
•Equivalent combinations of successfully completed education and experience.

GS-2151-08/12
Journeyman Level

Description:
Incumbent is responsible for performing work as a Supervisory Dispatcher in the Dispatch Center responsible for dispatching emergency calls related to police, medical, fire, hazardous materials, and other emergencies.

OPM Qualifications:
•One year of specialized experience equivalent to the GS-07 level which is in or directly related to the line of work of the position. Specialized experience is defined as acquiring and using knowledge of the basic principles, concepts, policies, practices, and methods of logistics management. Must be a U.S. Citizen and be eligible to obtain and keep a Secret Clearance.
OR
•Completion of two full academic years of graduate level education or completed all requirements for a master's or equivalent graduate degree.
OR
•Equivalent combinations of successfully completed education and experience.

GS-2151-13/15
Senior Level

Description:
Incumbent is responsible for managing work concerned in the Dispatch Center responsible for dispatching emergency calls related to police, medical, fire, hazardous materials, and other emergencies.

OPM Qualifications:
•One year of specialized experience equivalent to the GS-11 level which is in or directly related to the line of work of the position. Specialized experience is defined as acquiring and using knowledge of the basic principles, concepts, policies, practices, and methods of logistics management. Must be a U.S. Citizen and be eligible to obtain and keep a Top Secret Clearance.
OR
•Completion of all requirements for a Ph.D. or equivalent doctoral degree or 3 full years of progressively higher education leading to such a degree.
OR
•Equivalent combinations of successfully completed education and experience.

Proficiency and Skill Band Definitions for the 2151 Emergency Dispatching Occupational Series

The Proficiency Rating Scale below details the proficiency ratings and their corresponding definitions. Proficiency levels describe the levels of a competency required to perform a specific job successfully; these levels relate to the work required for a specific job. Different jobs require different levels of proficiency for successful performance.

PROFICIENCY RATING	PROFICIENCY
0	N/A - Non Applicable/No Knowledge Necessary
1	No Proficiency - Conceptual Knowledge Only/No Experience
2	Low Proficiency - Able to Apply with Help
3	Moderate Proficiency - Able to Apply Autonomously
4	High Proficiency - Proficient/Able to Help Others
5	Very High Proficiency - Expert Knowledge

The Communities of Interest have outlined a career progress structure that more accurately reflects the change in your abilities and responsibilities over time. That structure is called the Skill Level Structure. It is associated with each Occupational Series and follows you from the time you are an entry-level employee until you reach management levels. Career progress in the USMC has traditionally been based on the Federal Government pay schedule system and the ranges within the pay schedule system are associated with the Skill Levels.

JOB SKILL LEVEL	DEFINITION	PAY PLAN	BEGINNING GRADE	TARGET GRADE
1	Entry	GS	4	7
2	Journeyman	GS	8	12
3	Senior	GS	13	15

Each Competency is mapped to a number of training courses. The training courses found throughout this roadmap are recommended courses and may be not be inclusive of all training available.

Desired Certifications and Academic Credential Requirements for the 2151 Emergency Dispatching Occupational Series

Desired Certifications		
Level 1	**Level 2**	**Level 3**
	Public Safety	Public Safety
	Emergency Management	Emergency Management
	Emergency Number Professional (ENP)	Emergency Number Professional (ENP)
Desired Academic Credential Requirement		
Level 1	**Level 2**	**Level 3**
HS Grad	Any AA/BS/BA	Any BS/BA
Any AA/BS/BA		

Dispatch Operations

DEFINITION

Receives, processes, and manages emergency calls for service in a 24/7/365 environment in order to dispatch emergency personnel and resources (equipment, vehicles, and supplies) following standard procedures and guidelines; monitors and tracks emergency response personnel and resources, and facilitates communications to and between internal and external stakeholders.

Entry	Intermediate	Full Performance
- Knowledge of dispatching policies, procedures, guidelines, and response protocols - Knowledge of the different types of emergency response units, vehicles, and equipment - Familiar with the different types of incidents and their prioritization - Keeps up to date on current events and information to provide the appropriate response given the situation - Responds appropriately to a high volume of telephone and radio communications to receive and resolve reports in an all hazards environment - Utilizes EMD card sets and/or appropriate software and protocols - Thoroughly documents incidents (e.g., key information, first responder safety information, incident type code) - Provides guidance and/or referrals for non-emergency situations or inquiries	- Prioritizes and allocates resources based on established guidelines - Performs multiple dispatching tasks and operations simultaneously - Determines location of and call back number of reporting parties, appropriate jurisdiction, and response type - Develops responses to unique incidents where no protocols provide guidance - Makes independent decisions based on the situation; identifies alternative solutions	- Develops and maintains dispatch guides and resources (e.g., turnover folders, desktop procedures, notification lists) - Develops policies and procedures for dispatch operations - Manages workload in response to concurrent incidents and normal operations - Works with fire, EMS, and law enforcement personnel to develop emergency response protocols and policies - Manages communications and coordination with internal and external emergency services and stakeholders

Dispatch Operations

Skill Level	Proficiency		DEFINITION
	Min	Max	
1	2	4	Receives, processes, and manages emergency calls for service in a 24/7/365 environment in order to dispatch emergency personnel and resources (equipment, vehicles, and supplies) following standard procedures and guidelines; monitors and tracks emergency response personnel and resources, and facilitates communications to and between internal and external stakeholders.
2	4	5	
3	5	5	

Course	Skill Level	Institution
Continuing Dispatcher Education	1, 2, 3	State & Local
Geographical Specific Training	1, 2, 3	State & Local
HAZMAT Awareness	1, 2, 3	DoD
NIMS 100	1, 2, 3	FEMA
NIMS 200	1, 2, 3	FEMA
NIMS 700	1, 2, 3	FEMA
NIMS 800	1, 2, 3	FEMA
Telecommunicator I & II	1, 2, 3	DoD, State & Local

Data Gathering and Analysis

DEFINITION

Executes effective data gathering approaches; identifies and integrates data from relevant sources; utilizes appropriate analytic techniques (i.e., qualitative and quantitative); systematically analyzes complex problems; generates and evaluates alternative solutions and makes recommendations; awareness of policies impacting data gathering.

Entry	Intermediate	Full Performance
- Queries databases to extract relevant information - Makes general assumptions based on extracted data to provide direction, guidance, and recommendations - Understands roles and responsibilities relevant to data gathering, security, and dissemination - Analyzes basic or general information (e.g., availability of resources, incident response guidelines, maps) - Uses standard data gathering approaches and technological tools (e.g., desktop office tools)	- Extracts data from multiple sources (e.g., incident reports, chronologies, databases) to support report development - Assists in defining roles and responsibilities relevant to data gathering, security, and dissemination - Analyzes complex information (e.g., penal codes, technical drawings/publications) from a variety of sources - Employs strategies to effectively capture data based on the need and situation - Conducts data gathering and analysis efforts to identify problems and opportunities, exercising discretion in interpretation	- Analyzes data to develop audit and/or compliance reports (e.g., EMD quality assurance and scoring, call volume, response times, grade of services) - Interprets laws, rules, and regulations relevant to data gathering, security, and dissemination to create policies and standard operating procedures - Performs custom analyses based on unique requirements or requests - Manages multiple, concurrent data gathering efforts; integrates findings to inform overall understanding of the issues - Develops and recommends solutions for problems where there are multiple affected parties and competing priorities or interests - Evaluates alternatives and provides recommendations that are incorporated into larger strategies to solve problems - Conducts thorough and relevant analyses to identify trends and relationships

Data Gathering and Analysis

Skill Level	Proficiency		DEFINITION
	Min	Max	
1	1	2	Executes effective data gathering approaches; identifies and integrates data from relevant sources; utilizes appropriate analytic techniques (i.e., qualitative and quantitative); systematically analyzes complex problems; generates and evaluates alternative solutions and makes recommendations; awareness of policies impacting data gathering.
2	3	4	
3	4	5	

Course	Skill Level	Institution
Continuing Dispatcher Education	1, 2, 3	State & Local
NCIC	1, 2, 3	State Certification

Dispatch Communications

DEFINITION

The receipt, processing, and transmission of emergency-related information between individuals and/or groups; elicits, explains, and communicates information quickly, calmly and accurately in emergency or high-stress situations; expresses information to individuals or groups effectively, taking into account the audience, situation, and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.

Entry	Intermediate	Full Performance
- Answers incoming requests for services through various communications media (e.g., radio, telephone, data) - Applies relevant rules, regulations, and policies to determine the appropriate action/response - Uses various means of communication (e.g., telephone, radio, mass notification, data) to transmit information - Determines the appropriate method to communicate information quickly and accurately - Communicates basic ideas, information, and thoughts in a clear and concise manner - Employs communication techniques to elicit information, build relationships, and establish rapport - Listens to others and responds appropriately; responds to routine inquiries	- Answers multiple incoming requests for service of various types (e.g. Law Enforcement, Fire and Emergency Services) - Prioritizes incoming calls based on response criticality and protocols - Coordinates communications internal to the installation or in routine situations - Simultaneously coordinates multiple responses - Confers with a variety of individuals to obtain/provide information on specific problems, programs, or functions - Communicates complex instructions (e.g., emergency medical dispatch) to distressed parties - Understands and responds to nonverbal communications	- Writes internal policies and procedures regarding dispatch communications - Provides guidance, advice, and instruction to other dispatchers in determining the appropriate action/response - Coordinates communications for interoperability with internal and external resources - Communicates complex dispatch program-related information (e.g., audit compliance and performance-related results) to leadership and other stakeholders - Presents highly complex and controversial findings, costly and extensive suggestions for improvement, and recommendations to headquarter officials to obtain necessary approval in making program changes - Persuades management officials to take action on trends and potential problems that affect their present or projected condition and operation

Dispatch Communications

Skill Level	Proficiency		DEFINITION
	Min	Max	
1	2	4	The receipt, processing, and transmission of emergency-related information between individuals and/or groups; elicits, explains, and communicates information quickly, calmly and accurately in emergency or high-stress situations; expresses information to individuals or groups effectively, taking into account the audience, situation, and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.
2	4	5	
3	5	5	

Course	Skill Level	Institution
Communications Center Supervisor/Telecommunicator III	2, 3	APCO
Continuing Dispatcher Education	1, 2, 3	State & Local
CPR	1, 2, 3	American Red Cross, American Heart Association
EMD	1, 2, 3	NAED
Geographical Specific Training	1, 2, 3	State & Local
HAZMAT Awareness	1, 2, 3	DoD
Telecommunicator I & II	1, 2, 3	DoD, State & Local

Technology Application

DEFINITION

Uses tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information; use of equipment as needed.

Entry	Intermediate	Full Performance
- Enters information quickly and accurately into computer systems - Retrieves information from computer systems - General knowledge of various communications and emergency dispatch technologies and systems - Uses specified technology to perform routine tasks with the direction of supervisors - Uses desktop/office applications (e.g., email) and equipment (e.g., printers, faxes) - Performs basic troubleshooting of dispatch workstation components	- Operates computer systems (e.g., CAD) to track and respond to incidents - Independently uses various communications and emergency dispatch technologies and systems (e.g., TDD/TTY, mass notification/alert/paging systems, reverse 911 systems, language translation services) - Identifies and recognizes exceptions and anomalies in systems and takes the appropriate response - Identifies, selects, and applies appropriate technology to perform moderately complex tasks - Identifies malfunctions of equipment and requests appropriate maintenance	- Recommends changes to operational technologies to management officials - Stays current and informed about changes in technology and recommends, selects, and applies technology to perform complex tasks - Identifies trends or systemic issues in communications systems and initiates corrective action - Identifies equipment/application requirements to support the department - Instructs others in the use of systems and technologies - Manages user accounts, profiles, and systems access

Technology Application

Skill Level	Proficiency		DEFINITION
	Min	Max	
1	2	4	Uses tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information; use of equipment as needed.
2	4	5	
3	5	5	

Course	Skill Level	Institution
Continuing Dispatcher Education	1, 2, 3	State & Local
Telecommunicator I & II	1, 2, 3	DoD, State & Local

Communications Technology

DEFINITION

General understanding of voice, data, video, and other communications technologies; understanding and evaluation of various communications platforms as they relate to emergency communications; awareness of emerging technologies and new developments in telecommunications.

Entry	Intermediate	Full Performance
- Explains primary activities of a telecommunications function - Locates and uses appropriate communications technology reference materials - Knowledge and operation of various communications methods (e.g., radio, CAD messaging) between dispatch centers and stakeholders - General knowledge of different classes of service (e.g., wireless, wire line, VOIP, PBX) - General knowledge of ANI and ALI - Knowledge of GIS-based technologies	- Applies understanding of functions and features of major network components to operate the network - Identifies planned network changes and determines potential impact on day-to-day operations - Understands how different technologies affect decision making and response (e.g., ANI, ALI, GIS) - Knowledge of network, voice, data and video communications infrastructures, connectivity, and interoperability (e.g., call routing, supporting networks, radio patching, call transfers)	- Approves standards and directives for use of telecommunications technologies and services - Identifies requirements or needed improvements in communications technologies - Applies in-depth knowledge of network, voice, data and video communications infrastructures to manage telecommunications within the organization - Identifies alternatives and takes action to address failures in communications infrastructures

Communications Technology

Skill Level	Proficiency		DEFINITION
	Min	Max	
1	1	3	General understanding of voice, data, video, and other communications technologies; understanding and evaluation of various communications platforms as they relate to emergency communications; awareness of emerging technologies and new developments in telecommunications.
2	4	4	
3	5	5	

Course	Skill Level	Institution
Continuing Dispatcher Education	1, 2, 3	State & Local
ENP	2, 3	NENA

Acronyms Defined

Acronym	Acronym Defined
ALI	Automatic Location Identification
ANI	Automatic Number Identification
APCO	Association of Public Safety Communications Officials
CAD	Computer Aided Dispatch
CPR	Cardiopulmonary Resuscitation
DoD	Department of Defense
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Services
ENP	Emergency Number Professional
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
HAZMAT	Hazardous Material
NAED	National Academy of Emergency Dipsatch
NCIC	National Crime Information Center
NENA	National Emergency Number Association
NIMS	National Incident Management System
PBX	Private Branch Exchange
TDD/TTY	Telecommunications Device for the Deaf/TeleTYpewriter
VoIP	Voice over Internet Protocol

**For additional courses supporting the behavioral competencies detailed in this briefing Communication, Leadership, Self Management Planning, Decision Making Problem Solving, Teamwork, and Health Safety please refer to the Civilian Leadership Development (CLD) Course Catalog.*