

Dispatcher

Department: Sheriff Office

Position Reports to: Sheriff

FLSA Status: Full-Time/Non-Exempt

Salary : \$17.00

Salary Grade: 10

JOB ANALYSIS

Responsibilities include receiving and processing 9-1-1 emergency and non-emergency calls for police, fire, rescue and related services. Additional duties include tracking call activity into a computer aided dispatch program, monitoring and operating a dispatch radio console to keep responders connected and informed. Other duties will include operating the jail master control lock board, watching security cameras, and admin aide duties assigned by Sheriff Administration.

ESSENTIAL JOB FUNCTIONS

- A. Receive and process 9-1-1 emergency and non-emergency telephone calls.
- B. Dispatch, maintain contact and monitor radio frequencies with all law enforcement, fire, EMS and other agencies on the Florence County radio system.
- C. Receive and evaluate complaints and inquiries from the public and refer them to appropriate departments or agencies.
- D. Operate a variety of complex electronic and telecommunications dispatching equipment.
- E. Assure proper routing of incident information through geographic knowledge of the county.
- F. Query, enter, maintain and validate data in the TIME system.
- G. Route, transmit and interpret teletype messages.
- H. Maintain familiarity and knowledge of rules and regulations pertaining to public safety dispatching.
- I. Monitor weather frequency and follow severe weather procedures when situation dictates.
- J. Perform data entry and record maintenance duties as required.
- K. Performs other duties as assigned that support the overall objective of the position.
- L. Operate the Jail Master Control Lock System to allow Corrections Officers in and out of secure areas.
- M. Communicate with the public at the Sheriff Office front window and help determine what they need to assist them.
- N. Monitor Jail, County, and other security system cameras and alarms and alert Staff of any situation that need attention.
- O. Assist Sheriff's Office administration with billing, typing memos/documents, and other administrative aide duties as assigned.

REQUIRED ABILITIES

- A. Maintain security of confidential matters and materials.
- B. Maintain knowledge of current local, state and federal laws, rules and regulations that apply.
- C. Operate modern office equipment.
- D. Possess working knowledge of general office procedures, computer hardware/software and office equipment.
- E. Communicate orally and in writing effectively.
- F. Read and analyze complex documents.
- G. Present information to management, small groups and individual situations.
- H. Respond to inquiries, complaints or questions from a group or individual setting.
- I. Remain calm and levelheaded in difficult, unexpected, or emergency situations.
- J. Establish and maintain an effective working relationship with department heads, employees, general public and other agency staff.
- K. Add, subtract, divide and multiply.
- L. Memorize and retain information over long and short periods of time.
- M. Apply procedures and interpret instructions accurately.
- N. Perform effectively under tight time frames and demanding schedules.
- O. Define problems, collect data, establish facts and draw valid conclusions.
- P. Prioritize multiple tasks and meet scheduled deadlines.
- Q. Work in the presence of distractions or under monotonous conditions without significant loss of efficiency.
- R. Work as team player in the absence of or with minimal supervision.
- S. Possess outstanding flexibility in order to shift focus of priority on a short notice.

QUALIFICATIONS

- A. Requires a High School diploma or equivalent.

- B. Requires three years of experience in a fast-paced work environment requiring multi-tasking and quick and accurate decision-making or in the police, fire or EMS field.
- C. Possess and maintain an insurance acceptable driver's license.
- D. Requires TIME System Certification within six months of hire.
- E. Must not have been convicted of a felony.
- F. Certified in Emergency Medical Dispatch/Power-phone in an acceptable time frame.

ENVIRONMENTAL CONDITIONS OF THE WORKPLACE

- A. Work indoors in a controlled environment.
- B. Deal with challenges and criticism on a regular basis.
- C. Adapt to rapid changes in environmental conditions.
- D. Interact with abusive and/or difficult individuals occasionally.
- E. Work in a fast-paced high-pressure position.

PHYSICAL DEMANDS

- A. Requires good hand-eye coordination.
- B. Able to sit for long periods of time.
- C. Lift and/or carry up to ten pounds, occasionally in excess.

ADDITIONAL DUTIES

- A. Work outside of normal hours when necessary.
- B. Perform additional duties as assigned.
- C. Maintain all required certifications.

Employee Acknowledgement:

I acknowledge that I have received a copy of the Dispatcher job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name