

Franklin County Position Description
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Position Title: **Dispatcher**

Department: Sheriff's

Reports To: Communications Director

Date: July 2002

GENERAL SUMMARY:

Under the supervision of the Communications Director, responsible for manning the Franklin County public safety communication center, including responding to a wide variety of normal and emergency calls and performing appropriate record keeping, filing, and report preparation.

ESSENTIAL JOB FUNCTIONS:*

- Answers all 911 emergency calls for the County.
- Monitors the radio system; provides support and link to emergency and law enforcement personnel in the field; ensures the safety of all field units on shift.
- Dispatches Police, Fire, and/or EMS personnel to all requests for assistance; monitors active units and ensures sufficient back up or second response is available.
- Dispatches additional units and services required for maximum public safety. Coordinates multi-agency responses.
- Responds to requests for information related to criminal requests and motor vehicle listings.
- Disseminates information regarding wanted, missing persons, stolen vehicles, and other information received by teletype, telephone, or other means.
- Responds to inquiries and questions from the public.
- Provides information to local and state agencies that contact department.
- Prepares, records, and processes various logs, statistical information and reports as required.
- Enters all complaints, warrants, protection from abuse, and criminal trespass into the County's computer database.

OTHER DUTIES AND RESPONSIBILITIES:

- Promotes and maintain responsive community relations.
- Overtime may be mandated, as necessary, at the discretion of management.
- Performs other related duties as required.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

Duties require knowledge of radio transmission or computer skills equivalent to completion of a high school diploma plus additional courses from a two year college or technical school and three to five years of related experience, or equivalent combination of education and experience.

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Dispatcher

SKILLS/EXPERIENCE/TRAINING REQUIRED (Continued)

Ability to learn the principles involved in the operation of radio, telephone, computer, and related communications equipment.

Ability to learn local and state laws and ordinances as required.

Ability to learn the County's geographic areas.

Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.

Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.

Ability to speak concisely and distinctly.

Ability to maintain required records and perform limited typing.

Ability to establish and maintain effective working relationships with others.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Console/communications desk environment, subject to continuous telephone and radio calls and interruptions and high noise level.

Close eye-hand coordination and finger dexterity required to operate equipment.

Confined to console/desk area.

Urgent, emergency calls, emotional callers, and short response deadlines produce recurring intervals of high stress.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Approval
07/02

Date

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.