



POSITION DESCRIPTION

DEPARTMENT: BARTON COUNTY COMMUNICATIONS

POSITION TITLE: 911 Dispatcher I

GRADE: 3

EMPLOYMENT CATEGORY: Full Time

STATUS: Non-Exempt

REPORTS TO: 911 Dispatcher II, Communications Supervisor, 911 Director

POSITION SUMMARY:

Under the supervision of the employee's shift Communications Supervisor, the 911 Dispatcher I performs specialized work in receiving and dispatching messages in the 911 Center. The employee in this position is responsible for the operation of dispatch radios, computers, 911 and administrative phone lines, the telecommunication device for the deaf (TDD), and will receive and dispatch messages, a portion of which will be of an emergency nature. This position requires shift work, rotating every 90 days, and at times, high stress situations.

Employee does not have budgetary control of department. May make suggestions for needed equipment or improvements.

FUNDAMENTAL JOB DUTIES:

- Uses appropriate phraseology and radio codes, have the ability to understand multiple voice transmissions, develops competency in the procedures and operation of two-way radio, maintains continuous contact with emergency responders, and recognizes radio defects and reports malfunctions.
- Learns and utilizes proper techniques for receiving and making emergency and non-emergency calls using 911 equipment. Recognizes phone equipment defects and malfunctions and reports them appropriately.
- Learns to send, receive, and operate Open Fox, National Crimes Information Center National Law Enforcement Telecommunications System (NCIC NLETS) and Kansas Criminal Justice Information Systems (KCJIS) systems, using proper codes and formats. (To include running Interstate-Index-Inquiry (III), KCJIS background checks, sending teletypes. Monitors teletypes from the National Weather Service and broadcasts them as required.

- Learns and utilizes proper techniques for utilizing Entropol Computer Aided Dispatch (CAD) and RMS. Become proficient in taking calls and making cards, logging locations of officers and information the officer's request in a timely and accurate manner.
- Gains and maintains certification in NCIC, Cardiopulmonary resuscitation (CPR)/First Aid, Emergency Medical Dispatch (EMD), Defensive Driving and Incident Command System / National Incident Management System (ICS/NIMS) Courses 100, 200, 700 and 800. Must be able to attend Association of Public Safety Communications Officer training conference at least once every three years.
- Performs other related duties as assigned. Operates a variety of office equipment, to include computers and fax machine. Provides referrals to the public and utilizes positive public contact and customer service skills. Maintains confidentiality with all job-related functions.

EDUCATION:

High School diploma or GED required. Supplemental courses in computer entry preferred. Certification in NCIC is required within the first six (6) months of employment. Certification in Emergency Medical Dispatch procedures and Cardiopulmonary Resuscitation CPR is required within the first year of employment.

EXPERIENCE / SKILLS:

Employee is expected to have acquired the necessary information, skills, and certifications to perform the job accurately within four months of hire.

Ability to quickly develop general knowledge of law enforcement communication procedures, mathematics, and computer applications. Ability to operate a computer, with a minimum keyboarding proficiency of forty-five (45) words per minute. Ability to become proficient with the teletype, radio communications and other related communication equipment. Ability to read and interpret area maps. Ability to think clearly and respond quickly, accurately, and calmly in high stress, emergency situations. Ability to speak clearly and correctly, using the English language. Coordinates communications between agencies and mobile units and must be able to dispatch multiple units under emergency conditions. Must possess auditory acuity to enable radio and telephone communications. Must possess visual acuity to read computer monitors. Must pass a pre-employment Critical test with a 72% or better. Must Pass security background check and drug screen. Must possess and maintain a valid, Kansas driver's license. No Felony Convictions. Bilingual (English/Spanish) speakers encouraged to apply.

PHYSICAL REQUIREMENTS / ABILITIES:

Must be 18 years of age and be able to work effectively in a team environment, working near co-workers for extended periods of time. Frequent contact with other city/county departments and continual contact with the public. Must be able to work shift work to include nights, weekends, and holidays as scheduled, and rotate every 90 days.

Problem solving exists in this position. Problems include handling citizen concerns and complaints. Must be able to multi-task to an elevated level. Must be able to manage high stress situations and varying pace of workloads.

Frequent decision making exists in this position. Decisions include handling crisis situations while dispatching and sending the correct personnel and equipment to the scene of accidents, crimes, or other calls.

WORKING CONDITIONS / ENVIRONMENT:

Infrequent hazardous and dangerous situations may arise in working this position.

Light work in that the worker sits most of the time. Strong interpersonal communications skills required. Conveying and receiving detailed or important instructions and information to and from the public. Sustained movements of the wrists, hands and/or fingers in typing or otherwise working, primarily with the fingers rather than the whole hand or arm. Ability to hear twenty-five (25) decibels or less at 500hz; forty (40) decibels or less at 4,000 Hz; and points in between, as well as to accurately interpret what is heard. Visual acuity that is correctable to 20/20.

These specifications should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job function. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Supervisors may be assigned additional functions and requirements as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

I have reviewed this job description and I can perform the essential functions of this position, with or without, reasonable accommodations. I have also received or have been offered a copy of this job description.

Employee Signature _____ Date _____ / _____ / _

Department Head Signature _____ Date _____ / _____ / _