

Delaware County

POSITION DESCRIPTION

Title: Dispatch	Department: Sheriff's Office
Reports to: Dispatch Supervisor	FLSA Status: Non-Exempt
Approval Date: 12/11/17	Revision Date: N/A

Position Profile

The Dispatcher position is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements. The Dispatcher position requires rotating shift assignments and overtime in accordance with maintaining a fully operational 24-hour facility.

Duties and Responsibilities

- Uses a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, medical or other emergency services.
- Determine priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units.
- Monitor direct emergency alarms, answer non-emergency calls for assistance.
- Enter, update and retrieve information from a variety of computer systems.
- Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data.
- Monitor several complex public safety radio frequencies.
- Operate a variety of communications equipment, including radio consoles, telephones and computer systems.
- Answers questions and provides information to the public over the telephone.
- Maintains accurate, up-to-date files and logs.
- Relates effectively to those contacted in the course of work.
- Uses good judgment in making decisions, in emergency and routine situations.
- Operate under all FCC laws and regulations.
- Performs other duties as required.

Qualifications

Must be 18 years of age.

Education and/or Experience

High School Diploma/GED preferred. Previous dispatching experience preferred. Completion of Oklahoma Law Enforcement Telecommunication Systems (OLETS) certification upon employment.

Knowledge, Skills, and Abilities

Ability to:

- Requires sitting for prolonged periods of time.
- Must be able to multi-task

- Be able to handle stressful situations in a calm and professional manor.
- Ability to operate radio console, computer, telephone system and fax machine.
- Read, write, speak and understand the English language.
- Protect the County's value by keeping information confidential.
- Utilize MS Office products at basic (create new documents, open/edit existing documents) to intermediate (import/export data, create templates) skill level.
- Exercise sound judgment and solicit assistance for decisions in a manner consistent with the essential job duties and responsibilities.
- See problems and avoid situations that could be deemed illegal or represent a safety hazard to fellow employees or guests.
- Maintain physical condition and stamina appropriate to performance of assigned duties.
- Update job knowledge by participating in educational opportunities; professional organizations; attending expos/conventions; and developing or maintaining professional networks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to fifteen (15) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is low to moderate . The employee is occasionally exposed to risks associated with travel between properties and back and forth to other areas as may be required due to business demands. Dispatcher will be working in stressful situations at times due to multiple incoming calls, including some parties that may be hostile, angry, ill, scared or suicidal.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. The duties and responsibilities listed within this job description are subject to change or reassignment by management at any time.

Read and Sign:

I have read the above job description and received a copy of said description. I understand and am fully aware of the requirements of the position. I hereby acknowledge and agree that I am capable of fulfilling all job duties and requirements, including the physical requirements, and that I am fully able to comply with the job description.

Employee's Name (Printed)

Date

Employee's Name (Signature)

Date