

## **Crawford County Communications Center 911 Telecommunicator/Dispatcher**

### **POSITION SUMMARY**

This is a semi-skilled position performing a variety of duties connected with the operation of the Communications System for various agencies including Law Enforcement, Fire, EMS, Municipal Maintenance and County Highway Departments. Employee is under the general supervision of the Sheriff/911 Director and uses Independent judgment in providing dispatching services for a variety of agencies. General and specific assignments are received and work is performed according to prescribed methods and procedures.

### **ESSENTIAL DUTIES/RESPONSIBILITIES**

This position description has been prepared to assist in evaluating duties, responsibilities and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the Supervisor has the right to assign, direct, and modify duties and responsibilities listed and duties not mentioned that are of similar kind or level of difficulty shall not be excluded. Crawford County has the right to re-evaluate all positions on a continuous basis in determining the need for the position along with the availability of funding. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.

- Receives and transmits oral and written orders and information by radio and telephone to law enforcement, security, emergency, ambulance, fire fighting, highway maintenance and/or other organizations.
- Operates radio equipment, pager alerts, computer and teletype equipment, multi-line telephone and other office equipment as necessary.
- Logs calls and actions taken in accordance with prescribed procedures.
- Operates the Department of Justice TIME system computer according to policy. The Telecommunicator must become certified to operate this system, and must keep certifications up to date.
- May perform monthly TIME system validations for the state.
- Receives State and Federal civil defense calls and relays such inquiries to appropriate authorities.
- Answers inquiries when within authority to do so or refers such inquiries to appropriate authorities.
- Assists with the public's needs at the window, such as title transfers, accident forms, accepting bond money for warrants, issuing boat launch permits, requests to talk to staff and take complaints filed in person.
- Prepares reports, performs clerical support services, such as filing, searching files through data processing equipment, providing input, etc.
- Maintains public security and confidentiality when dealing with the public either in person or by phone.
- Provides the District Attorney and the Court with information, gives testimony when necessary.
- Searches for and records radio and phone records for documentation for court and investigators.
- Works in conjunction with the District Attorney's office on worthless check cases, and issues citations as necessary
- Takes statements and writes supplementary reports as necessary for new and existing cases.

### **RELATED JOB FUNCTION**

- Establish and maintain effective working relationship with co-workers and others.
- Attend staff meetings and training sessions (24 hours annual in-service required).
- Responsible for working safely and following safety practices and standards of the facility; responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Deputized Dispatcher shall be required to perform law enforcement duties
- May perform cleaning duties in office and support areas
- May receive and record fines and bail money.
- Performs related work as required or directed by Supervisor

## **911 Telecommunicator/Dispatcher**

### **PHYSICAL DEMANDS OF ESSENTIAL FUNCTIONS**

Approximately 95% of the time is spent sitting, hearing, using near vision, reading, talking, key-boarding, using computer terminal. Walking, standing, climbing, bending, and carrying up to 40 pounds. Listens to radio communications and responds with voice quality that transmits with clarity. Uses good judgment while working under pressure. Uses headsets and foot pedals. Works in front of computers at all times. May involve potential for minimal exposure to blood/body fluids.

### **REQUIREMENTS OF WORK**

- Must meet minimum qualifications for recruitment.
- Must be at least 18 years of age.
- Must not have been convicted of any felony offense (unless a full and unconditional pardon has been received).
- Must be of good moral character as determined from results of a thorough background investigation.
- Must be free from any physical, emotional or mental condition which might adversely affect performance of duties.
- Must complete, with satisfactory results, an oral interview conducted by the employing authority.
- Must maintain ability to pass drug testing requirements.
- Availability to work any shift, weekends, or holidays, and to be easily contacted by telephone.
- Requires good character and references certifying stability and integrity. Must be bondable.
- Skill in reading, basic math and reading comprehension, along with the ability to effectively communicate both orally and in writing.
- Ability to maintain detailed, accurate and comprehensive records and perform various computer functions word processing, type (35 WPM).
- Knowledge of Federal, State, County and Municipal laws, statutes and ordinances and Department policies.
- Ability to maintain a positive attitude, emotional control and remain calm under sometimes adverse circumstances.
- Ability to handle emergency calls quickly, accurately, and efficiently; work under pressure, be alert, use good judgment and perform multiple tasks simultaneously.
- Ability to follow work procedures and rules and to work in a confined area for an extended period of time.
- Ability to deal tactfully and effectively with the general public, county officials and other employees.
- Must possess ability to perform essential job functions such as performing CPR and First Aid, stair climbing and lifting.
- Knowledge of Crawford County boundaries, roads, highways, specific locations within the County, Villages and City and map reading abilities.
- Possess good hearing and visual acuity to discern lighted equipment, monitors and alarms.
- Possess a good radio and telephone voice for clarity and enunciation to assure understanding of related messages.
- Ability to plan, organize and schedule priorities effectively.
- Requires good driving record, possess and maintain a valid Drivers license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for City and rural travel.
- Ability to work in a pleasant and understanding manner with the general public, county officials and other employees.

## **911 Telecommunicator/Dispatcher**

### **EDUCATION AND TRAINING**

Telecommunicator/Dispatcher must possess a high school diploma or GED. Technical training and experience in telecommunications/radio preferred. All appointees must successfully complete and maintain the Transaction Information Management Enforcement (TIME) systems training as required. Must pass background check and other requirements for certification. Successful candidates for Dispatcher may be required to satisfactorily pass specialized training communications.

Crawford County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Revised November, 2016