

**POSITION DESCRIPTION
COUNTY OF CASS, INDIANA**

POSITION: Dispatcher
DEPARTMENT: E-911
WORK SCHEDULE: Hours as scheduled
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: December 2009 **STATUS:** Full-time
DATE REVISED: **FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Dispatcher for Cass County E-911 Central Dispatch, responsible for monitoring incoming emergency and non-emergency calls and dispatching information to appropriate response units.

DUTIES:

Receives all emergency-related calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches Police, Fire, EMS and/or other local emergency personnel accordingly. Maintains and tracks current status of all police, fire, EMS, command and response personnel.

Receives incoming non-emergency/information-related calls, determines nature of call, responds to inquiries, routes caller to appropriate individual/department, takes message and/or forwards calls to voice mail.

Enters all emergency and non-emergency dispatch data and shift activities in designated software program as required.

Receives and transmits computer teletypes pertaining to, but not limited to, criminal histories, drivers' licenses, vehicle registrations, protective orders, gun permits, runaways, wanted and missing persons, AMBER alerts, and stolen property and vehicles.

Verifies, enters and maintains accurate IDAC/NCIC information for the Department and other law enforcement agencies, researching and retrieving information as requested.

Provides emergency/medical instructions as needed and utilizes mapping to provide directions.

Pages Hospice, Red Cross, County Coroner, Hazmat and/or SWAT as situations demand.
Contacts Public Works, utilities, and wrecker services as needed.

Gathers weather information and submits to the National Weather Service.

Maintains clean and orderly work area.

Periodically attends prescribed training programs for certification/re-certification in specialized areas as required.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Possession of or ability to obtain and maintain possession of all required certifications, including, but not limited to, First Responder/CPR, IDAC/NCIC, and Emergency Medical Dispatch certifications.

Ability to meet all Department hiring requirements, including passage of a drug test.

Working knowledge of and ability to make practical application of standard practices, procedures, rules and regulations of the Department and ability to take authoritative action as situations demand.

Complete knowledge of local geography and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to condense large amounts of information into coherent typed remarks.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively perform essential duties of the position without posing a direct threat to the health and safety of self and other individuals in the workplace.

Ability to type with speed and accuracy and properly operate a variety of standard office equipment, including various computers, printer, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, fax machine, shredder, and copier.

Ability to effectively communicate orally and in writing with co-workers, other County departments, police and fire personnel, emergency services, public safety agencies, Child Protective Services, Hospice, utilities, wrecker services, and members of the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irrational/distraught persons.

Ability to understand, memorize, retain and carry out oral and written instruction and present findings in oral or written form.

Ability to compare and observe similarities and differences between data, people or things.

Ability to compile, analyze and evaluate data, make determinations, and take action based on data analysis.

Ability to work with others in a team environment, often amidst frequent distractions, interruptions and time constraints, and on several tasks at the same time.

Ability to work irregular and/or extended hours, evenings and weekends as scheduled, and occasionally travel out of town for training/seminars, sometimes overnight.

II. RESPONSIBILITY:

Incumbent performs a wide variety of communication duties according to established Departmental policies and procedures, with priorities primarily determined by supervisor. Assignments are guided by definite objectives using a variety of methods or procedures, with incumbent referring to supervisor for unusual matters, such as policy interpretations. Decisions are always determined by specific instructions or existing, well established policies and procedures. Errors in work are primarily detected or prevented through supervisory review and/or notification from other departments, agencies or the public. Errors in decision could result in substantial property loss, inconvenience to other agencies or the public, and/or endangerment/loss of life to emergency service workers or members of the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, police and fire personnel, emergency services, public safety agencies, Child Protective Services, Hospice, utilities, wrecker services, and members of the public for purposes of giving and receiving information and rendering service.

Incumbent reports directly to Assistant Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a communications center, involving sitting/walking at will, keyboarding close vision, hearing sounds/communication and speaking clearly. Incumbent is frequently exposed to stressful situations associated with emergency requests for assistance and typically performs duties in a restricted seated position with little or no opportunity for breaks during shift.

Incumbent works extended and/or irregular hours, evenings and weekends as scheduled and occasionally travels out of town for training/seminars, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Dispatcher for Cass County E-911 Central Dispatch describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name