Kane County
Job Description

Job Title:	Dispatcher I	**Job Code:**	769
Division:	Dispatch	**Effective Date:**	12/01/10
Department:	Sheriff	**Last Revised:**	12/01/10

GENERAL PURPOSE

Performs a variety of **entry level technical duties** involving the use of radio equipment to dispatch law enforcement, fire and emergency personnel in response to a variety of community emergency and assistance calls.

SUPERVISION RECEIVED

Works under the general supervision of the Dispatch Supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Receives, records, dispatches and coordinates all 911, police, fire, ambulance and other emergency requests; relays instructions to radio units concerned; computer logs (CAD) and types all citizen complaints; monitors specialized alarm systems for banks and other institutions.

Operates multi-line telephone system; receives and evaluates calls from enhanced 911 lines, cellular lines, county sheriff in-house lines, Kanab City Police and contract localities inter-office lines; monitors and answers county line for the National Warning System (NAWAS).

Screens incoming calls, converses and coaches callers, victims, witnesses and citizens to elicit and record pertinent information; determines criticality and priority status of calls; follows established protocols for crisis assistance and dispatches patrol cars and emergency vehicles and equipment as necessary; informs involved officers of the nature of call and provides follow up service to officers requesting additional service or information; provides ongoing communication to assure the safety of officers and emergency personnel.

Handles requests from officers on call for special or specific information, i.e.. NCIC reports (criminal histories); follows up with appropriate department units for necessary information and relays same back to officer.

Keeps informed of whereabouts of officers and emergency personnel at all times; maintains records on location of each officer and time spent on call scene; conducts routine security checks verifying officer status.

Operates computer to maintain continuous record of communications activity, actions and disposition of emergency requests; keeps necessary logs, records and reports including incoming and outgoing calls.

Broadcasts pick-up notices for wanted persons and stolen and suspect cars to officers; receives and checks inquiries for criminal record checks by using a video terminal; receives and transmits Teletype information.

Conducts preliminary investigations and searches via NCIC, in-house files, FBI files, etc. and supplies requesting officer or official with results; follows up on inquires for criminal history reports and current criminal status; generates information related to vehicle registrations, stolen property, wanted persons, etc.

Confirms warrant information, statewide and nationally; computer enters tracking information related to bails posted, warrants served and arrests made; updates statewide warrants records and removes and files NCIC warrants from the system; processes and files recalled warrants.

Maintains BCI certification; maintains radio communications logs, Dictaphone system, WCJIN/NCIC/NLETS Teletype system and information systems; sends and monitors teletypes; operates computer as needed to access and retrieve records and information; performs technical maintenance on equipment; coordinates complex repairs with system vendors and contract maintenance agency.

Acts as security controller, opens jail electronic doors, watches observation monitors; relays inmate information; etc.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

   A. Graduation high school;

   AND

   B. One (1) year of experience performing above or related duties.

   OR

   C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

   Some knowledge of local geography; radio dispatch procedures and radio codes; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills; telephone etiquette; operation of a variety of types of standard office and work processing equipment and machines.

   Skill in word processing and computer data entry.

   Ability to understand and operate a variety of radio communication equipment; think clearly and act quickly in emergency situations; deliver understandable and complex verbal instructions; perform work requiring good hearing, good diction and a clear voice; establish and maintain effective working relationships with law enforcement officers, fire fighters, and other agencies and the public; supervise and assign work to subordinates performing similar duties.

3. Special Qualifications:

   Must be 21 years of age.
   Must be able to type 35 wpm.
   Must successfully complete BCI Terminal Operator Class.
   Must become certified as an Emergency Medical Dispatcher.
   Must pass background and criminal history check.
   Must be able to work various shifts, days, swing, graveyard and assigned weekends and holidays.

4. Work Environment:

   Incumbent of the position performs in an indoor setting with appropriate climate controls. Tasks require variety of physical activities, generally involving minimal muscular strain, such as walking, standing, stooping, sitting, reaching, and minor lifting (25 lbs.). Talking, hearing and seeing critical to performance of essential functions. Rapid work speed required performing keyboard operations. Continuous sitting is a requirement of the job. Common eye, hand, finger, leg and foot dexterity are necessary. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking, creative problem solving.

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Disclaimer: The above statements describe the general nature, level, and type of work performed by the employee(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date:_____
(Employee)