

Kane County

Job Description



Job Title: Dispatcher I	Job Code:
Division: Dispatch	Effective Date: 03/29/21
Department: Sheriff	Last Revised: 03/29/21

Nature of Work:

The Dispatcher I receives, processes, and dispatches all requests for Police, Fire, EMS, and public assistance. Dispatchers utilize a computerized-aided dispatch (CAD) system and Medical Priority Dispatch Protocols to gather information from the caller to determine the most appropriate response to send.

The most important and essential job function of the position is attitude which includes the following: interacting positively with co-workers, responding compassionately to callers, and functioning well under intense time pressure.

The Dispatcher I may perform other related duties and tasks as required, and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

ESSENTIAL FUNCTIONS:

1. **Computer:** Retrieves and evaluates information from multiple software and internet applications and relays information to responding units.
2. **Phones:** Manages multiple phone lines, emergency and business lines for the county.
3. **EMD:** Provides pre arrival instructions to callers such as CPR and other life-saving techniques. Dispatcher will continually update responders with patient status and scene safety information.
4. **Radio:** Manages multiple radio frequencies and radio communications simultaneously.
5. **Geography:** Become familiar with city and county geography, provide routing information to responding units.
6. **Jail:** Acts as a security controller opening jail doors, monitoring jail staff and inmates, watches and observes monitors, relays inmate information to the Corrections staff, abide by Dispatch Code of Conduct.
7. Complete required forms, logs, documents, computer fields, accurately and quickly.
8. Maintain professional training, and certifications.
9. Performs other related duties as required.

WORKING ENVIRONMENT:

The work is performed in a fast paced environment at a computer/telecommunications work station, in close proximity to co-workers, ideal for an experienced hyper tasking individual. Dispatchers use different computer systems, a multi-line telephone system, and radio communications system to receive, input and process information. Dispatchers frequently take calls from people in various emotional states requesting an emergency response. The work involves the performance of detailed record keeping, typing, and hearing, as well as listening comprehension skills.

The workload intensity varies considerably and requires frequent shifts from emergency calls to less emergent assistance calls. The work environment requires long periods of sitting and monitoring jail staff and inmates, as well as opening doors from a touch screen.

EXPERIENCE AND TRAINING:

- Minimum two years of experience in a position with public interaction, customer service, and hyper tasking.
- Minimum keyboarding skill of 35 wpm.
- Experience or training in the use of computer software such as data entry, Internet, email, social media, Windows, Word, and Excel.
- Experience using multi-line phone systems preferred.
- Creative problem solving, and helpful attitude.

NECESSARY REQUIREMENTS:

- High School Diploma or GED
- Must pass a criminal background check, and polygraph prior to hire.
- Must pass a pre-employment drug screen.
- Must be willing to work 12 hour shifts, weekends, holidays, graveyard shift, including responding to callouts and overtime needs.
- Expected to be courteous to co-workers and maintain a professional and positive attitude.
- Successfully complete CPR training.

- Must obtain EMD certification within six months of hire, and complete Dispatch POST certification training within one year of hire date.
- Must be courteous to callers.

MUST POSSESS ABILITY TO:

- Speak clearly and comprehend
- Communicate effectively orally and in writing
- Read and write English
- Concentrate under stress
- Coordinate and prioritize a number of activities at the same time under stress
- Maintain confidentiality
- Represent Kane County Sheriff's Office with a positive and professional image
- React quickly, calmly, and with good judgement during emergency and non-emergency situations

PHYSICAL REQUIREMENTS:

- Sit for extended periods of time
- See at normal range with accommodations
- Hear at normal level or with accommodations
- Speak English understandably
- Mental alertness
- Look at computer monitor for extended periods
- Type on keyboard for extended periods

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)