

**POSITION DESCRIPTION
COUNTY OF JASPER, INDIANA**

POSITION: Dispatch Operator
DEPARTMENT: Sheriff/E-911
WORK SCHEDULE: As assigned
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: April 1999

STATUS: Full-time

DATE REVISED: December 2011

FLSA STATUS: Non-exempt

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

Incumbent serves as Dispatch Operator for the Jasper County Sheriff/E-911 Department, responsible for receiving emergency and non-emergency calls and taking appropriate action, including dispatching information to various response units.

DUTIES:

Receives emergency calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches emergency personnel accordingly. Receives/screens non-emergency calls, determines nature of call, responds to inquiries, routes caller to appropriate person and/or takes messages. Greets and assists visitors.

Monitors radio frequency activities of various other law enforcement and public safety agencies within the county and surrounding counties. Notifies and/or dispatches local emergency personnel as situations demand, using computer-aided dispatching system. Regularly communicates with field units, assessing unit safety and need for backup, dispatching backup units and other emergency personnel as necessary.

Verifies, enters, maintains, documents and retrieves IDACS/NCIC information for County and other law enforcement and related departments/agencies, such as courthouse, Prosecutor's and Probation departments.

Receives/transmits computer teletypes pertaining to, but not limited to, criminal histories, driver's licenses, vehicle registrations, gun permits, runaways, missing persons, and stolen property.

Enters/maintains accurate computer records/logs of warrants served/recalled, and of radio traffic calls, assigning unit(s), following up on disposition of call and entering on computer. Operates and maintains telephone tape recording system that automatically records incoming calls. Updates/corrects E-911 data on computer as needed.

Monitors/maintains radio room and jail security. Assists Correctional Officers with visitation and searching detainees as needed.

Answers alarms and dispatches officers for local businesses and residences. Regularly tests and activates all Fire and Emergency Medical Services (EMS) Department pagers and county disaster warning system, including calling area nursing homes and hospitals.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED, and possession of or ability to obtain/maintain required certifications, including Indiana Law Enforcement Academy Communications Officer training, and IDACS/NCIC computer systems.

Thorough knowledge of and ability to make practical application of Department policies, procedures, rules and regulations.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to physically perform the essential duties of the position.

Working knowledge of standard English grammar, spelling and punctuation, and ability to maintain detailed records as required.

Ability to meet all Department hiring and retention requirements, including incumbent not posing a direct threat to the health and safety of other individuals in the work place.
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 provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers, other County personnel, law enforcement, public safety and community service agencies, and members of the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

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

Ability to receive and dispatch calls and take authoritative action as situations demand, including calmly and professionally obtaining appropriate information and taking control of hysterical, hostile, and/or uninformed individuals in stressful/emergency situations.

Ability to use and understand area maps, acronyms and codes, and condense large amounts of information into coherent typed remarks.

Ability to type with speed and accuracy and properly use various equipment, including radio console, computers, printers, copier, door controls and alarms, typewriter, fax machine, Dictaphone, and paging systems.

Ability to work alone and with others in a team environment with minimum supervision.

Ability to work rapidly for long periods, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.

Ability to work extended, irregular, weekend and/or evening hours as directed or required, and occasionally travel out of town for training, occasionally overnight.

II. RESPONSIBILITY:

Incumbent performs standardized tasks according to well-established practices and procedures, making independent decisions and taking authoritative action in response to situational demands. Incumbent's work is primarily reviewed in progress for compliance with Department policies and procedures and soundness of judgment. Errors in decision or work may not be readily detected through supervisory review, possibly resulting in endangerment or loss of life to emergency personnel or members of the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with a variety of individuals, including co-workers, other County personnel, law enforcement, public safety and community service agencies, and members of the public, primarily for purposes of receiving and responding to calls, and dispatching personnel. Incumbent regularly engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.

Incumbent reports directly to E-911 Coordinator.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a jail dispatch center involving above average split-ear hearing, sitting/ operating a computer for long periods with little or no opportunity for breaks during shift, lifting/ carrying objects weighing less than 25 pounds, reaching, bending, close vision, handling/grasping/ fingering objects, and frequent exposure to stressful situations associated with emergency requests for assistance. Incumbent regularly works extended, irregular, weekend and/or evening hours, and occasionally travels out of town for training, occasionally overnight.