

# SUMMIT COUNTY JOB DESCRIPTION

Job Title: Dispatcher I  
Division: Communications Center  
Department: Sheriff

Effective Date: 5/96  
Last Revised : 6/15

## GENERAL PURPOSE

Performs a variety of **working level technical duties** involving the use of radio equipment to dispatch various emergency response agencies, including: County Sheriff, Police, Fire, Animal Control, Fish & Game and Emergency Medical Personnel in response to a variety of county and community emergency and assistance calls.

## SUPERVISION RECEIVED

Works under the general supervision of a Dispatch Supervisor, Dispatcher III or II.

## SUPERVISION EXERCISED

None.

## ESSENTIAL FUNCTIONS

Receives and coordinates all 911 police, fire, ambulance and other emergency requests; relays instructions to radio units concerned; logs and types all citizen complaints. 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.

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 some 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.

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

Conducts preliminary investigations and searches via NCIC/BCI, 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.

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.

Maintains radio communications logs, NCIC/NLETS Teletype system; operates as needed to access and retrieve records and information.

Must be able to perform as a credible witness in a court of law.

Performs other duties as assigned.

## MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from senior high school or GED equivalent;

AND

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

OR

C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

**Some knowledge of** communication equipment; legal and liability issues common to emergency dispatch; county geography; radio dispatch procedures and radio codes; BCI systems and codes and related county system; 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. Knowledge of Summit County operating and personnel policies and procedures.

**Skill** in word processing and computer data entry; skill in the use of law enforcement and fire radios.

**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.

3. Special Qualifications:

Successful completion of dispatch certification school (POST) within six months of hire date.

Successful completion BCI Terminal Operator Class.

Must be able to type 40 wpm.

Must be certifiable as an Emergency Medical Dispatcher (EMD), certified through IAED (International Academy Emergency Dispatch).

May not have been convicted of an offense involving dishonesty, unlawful sexual conduct, physical violence and/or domestic violence; convicted of the unlawful use, sale, or possession of a controlled substance prior to five years from the date of conviction or last usage; convicted of a crime for which the applicant could be punished by imprisonment in a federal penitentiary of this or another state.

Must successfully complete a background investigation.

Must complete 40 hours of training per year to maintain certification and all yearly certifications required by Sheriff's Office policy.

4. Work Environment:

Must work eighty (80) hours per bi-weekly pay period.

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Continuous sitting a requirement of the job. Common eye, hand, finger, leg and foot dexterity required. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking, creative problem solving and the ability to act resourcefully under stressful and adverse conditions.

