

DELAWARE COUNTY
SHERIFF

TITLE: Dispatcher

JOB OBJECTIVES: Incumbent is responsible for dispatching calls for service to deputies and support units, receiving calls from the public and public safety communication tasks involving the receipt and transmission of non-emergency and 911 emergency calls, security alarms, operating the communications teletype, computers, the communications telephone system, performs emergency notifications, fields media inquiries and maintaining a radio log. Incumbent reports to the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

- Operates base and two - way radio systems and dispatches calls;
- Operates computer, related software and equipment;
- Operates communications teletype and maintains teletype log;
- Monitors other State and Local radio bands;
- Verifies and updates warrant status;
- Maintains radio log;
- Monitors Delaware County 911;
- Monitors fire and security alarms;
- Makes emergency notifications;
- Fields media inquiries;
- Enters missing persons, complaint slips and various other data;
- Researches and verifies license plate and social security numbers;
- Free of alcohol and / or drug dependency;
- Operates county owned vehicles.

NON-ESSENTIAL JOB FUNCTIONS:

- Maintains professional training;
- Attends meetings
- Performs related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Equipment: Incumbent operates the following equipment: computer and related software, printer, typewriter, copier, facsimile machine, paper shredder, paper hole punch, multi-line phone, 911 system, alarm monitor, LEADS /

NCIC computer system and database, maps, base and two way radio, cell phone, and alpha - numeric pager.

Critical Skills/Expertise:

- Ability to communicate effectively, both orally and in writing;
- Ability to concentrate under stress;
- Ability to follow instructions and to multi - task;
- Ability to maintain confidentiality;
- Ability to operate a variety of communication and office equipment;
- Ability to prioritize, organize and schedule tasks;
- Ability to effectively use a multi - line phone system;
- Basic knowledge of Delaware County Sheriff statutes and ordinances;
- Knowledge of authorized personnel;
- Knowledge of community resources / programs;
- Knowledge of computers and related equipment / technologies;
- Knowledge of crisis management and intervention skills;
- Knowledge of emergency management polices and procedures;
- Knowledge of filing methods and techniques;
- Knowledge of geographical area;
- Knowledge of LEADS / NCIC manuals;
- Knowledge of operation of recorder;
- Knowledge of other county entities;
- Knowledge of radio communications codes and signals and Unit identifications;
- Knowledge of staff members to contact;
- Knowledge of "Criss Cross" Reference Index;
- Knoweldge of Agency Policy and Procdures Manual.
- Be in good physical and mental condition.

Job Standards:

Completion of a secondary education or equivalent plus specialized training. Must have a valid Ohio driver's license and a clean criminal record. LEADS / NCIC operator certification, and 911 certification normally gained through "on - the - job - training". Must be able to obtain State certification from the Ohio Departmetn of Education as a telecommunications operator.

Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures.

II. RESPONSIBILITY

Supervisor provides general guidance allowing the Incumbent the ability to plan the procedures and methods to attain objectives and gives technical or detailed assistance when needed. Supervisor closely reviews dispatched calls and may advise the Incumbent when to page other Sheriff's office personnel.

Errors in work may cause inaccuracies in reports, records, or technical data resulting in inaccurate and incomplete information and requiring an expenditure of time to correct by preceding shift. Errors in work may result in the dispatch of a Deputy to the wrong location and a delay in the delivery of services / help.

III. PERSONAL RELATIONSHIPS

Incumbent has contact with co-workers, employees in the department, public and private sector employees, Court and law enforcement personnel, institutional residents and the general public. The purpose of these contacts is to monitor the status of calls dispatched, coordinate the support of other public safety services, and gather information regarding the status of warrants.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements:

Incumbent performs sedentary work which may require lifting up to fifteen (15) pounds occasionally.

Physical Activity:

Incumbent performs the following physical activities; reaching, walking, hearing, talking, fingering, and repetitive motion, operates a motor vehicle.

Visual Activity:

Incumbent performs work where the seeing job is at or within arm's reach.

Job Location:

Incumbent works in a modern office setting and is not exposed to adverse environmental conditions; however, employee is exposed to noise sufficient enough to causes the employee to shout in order to be heard.