



## JOB DESCRIPTION



Class Title: DISPATCHER  
Department: E911  
Division:  
Date: January 3, 1996

Grade Number:  
FLSA: Non-Exempt  
Union: FOP Communications  
Location: Communications Center

### GENERAL PURPOSE

Perform a full range of radio and telephone operational duties in this 24-hour facility. Dispatchers are required to process and prioritize incoming calls for police, fire and EMS assistance. Using a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, medical or other emergency services. Determine the nature and location of the emergency; determine priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with standard operating guidelines. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units. Monitor direct emergency alarms, answer non-emergency calls for assistance. Enter, update, and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data. Monitor several complex public safety radio talk groups. Operate a variety of communications equipment, including but not limited to radio consoles, telephones, and computer systems.

### SUPERVISION RECEIVED

Works under the supervision of the Lead Dispatcher.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Efficiently answer multi-line telephone system, direct and transfer calls, provide information to the public and obtain complete information for calls requiring police, fire, or EMS dispatch, including, but not limited to: answering 911 lines, and calming upset or irate callers in order to obtain needed information.
- Use emergency medical dispatch protocol to aid callers in providing pre-arrival instructions to victims until help has arrived.
- Dispatch field units, including fire, EMS and law enforcement to reported incidents using computer aided dispatch system. Monitor the status of dispatched units. To include: ability to assess situations as they unfold and provide essential information and support, and appropriate back up and coordination with other agencies or department.
- Provide information to law enforcement units from the NCIC/NCIS teletype system, including, but not limited to: vehicle registrations, driver's status, wanted status or stolen checks. Correspond with other departments to confirm warrants or exchange other necessary information.
- Enter and maintain records; remove stolen items, vehicles, wanted and missing persons as needed to keep entries current, including, but not limited to: the ability to be completely accurate and thorough in the entry and maintenance of these vital records.

### PERIPHERAL DUTIES

- Serve as a member of various employee committees.
- Other duties as assigned.

### DESIRED MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and Experience:**

(A) Graduation from a high school or GED equivalent. Any higher education or job related experience is desirable.

#### **Necessary Knowledge, Skills and Abilities:**

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- (B) Strong keyboarding skills are a prerequisite.
- (C) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; must have ability to handle stressful situations and maintain composure and professionalism at all times.

### SPECIAL REQUIREMENTS

Willingness and/or ability to work rotating shifts, including nights, holidays and weekends, work irregular duty assignments, wear a uniform, conform to department grooming standards, successfully pass a background investigation and attend education sessions as required.

Employee must be able to speak and understand English fluently. Spanish is desirable.



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**CERTIFICATES, LICENSES, REGISTRATIONS**

Employee must be able to obtain and maintain currency and proficiency in CPR, EMD and NCIC/NCIS operation. Must satisfactorily complete 1080 hour Sarpy County Communications Training and Evaluation Program.

**TOOLS AND EQUIPMENT USED**

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio and teletype equipment.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, including, but not limited to: perform computer entries using standard keyboard; use a mouse for computer entries; operation a computer printer; use of telecommunications headset; file paper documents; operate a manual TDD keyboard; operate an alphanumeric paging system; use reference materials to locate a variety of information; replace printer ribbons and paper.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit/remain stationary, talk, and hear (i.e. communicate), and operate/manipulate equipment (ex: use hands to finger, handle, or feel objects, tools, or controls). The employee is occasionally required to walk/move about, and reach.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Employee must be able to operate the tools and equipment used.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, including, but not limited to: secure indoor, windowless, basement facility; environmentally controlled; elevator/staircases accessible.

The noise ranges from relatively quiet to moderately noisy.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Acknowledgement: \_\_\_\_\_  
Employee

Approval: \_\_\_\_\_  
Appointing Authority

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Revision/Review Dates: 5/99; 6/03; 12/04; 09/05; 05/07