

Position Title: Dispatcher**Department: 911 Communications Center**
Reports To: Director/Coordinator

Purpose of Position

The purpose of this position is to answer and respond to emergency and other calls, dispatching emergency response personnel as appropriate.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

- Answers 911 calls and dispatches appropriate unit; dispatches police units and fire and EMS personnel for emergency and routine calls; monitors and answers radio calls on EMA frequency; answers calls on communications line for non-emergency calls; relay correct medical information upon request between hospitals and medic and ambulance personnel.
- Contacts surrounding counties to report incidents and obtain information; calls telephone companies to trace calls; monitors weather conditions, alerting proper parties of serious weather conditions; provides information and assistance to the general public by making referrals to the proper agency, etc.
- Monitors and tests communication equipment.

Minimum Training and Experience Required to Perform Essential Job Functions

High school graduate with five to eleven months related experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

Minimum Physical and Mental Abilities required to Perform Essential Job Functions**Physical Requirements**

- Ability to operate a variety of office equipment including typewriter, Dictaphone, computer terminal, telephone, etc.
- Ability to operate a variety of communications equipment including telephones, communication terminal, etc.

Mathematical Ability

- Ability to add, subtract, multiply, and divide.

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents including resource manuals, incident, daily, 911, and other logs, etc.
- Ability to prepare a variety of documents including incident, no response, officer's, and other logs, etc. using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, explain procedures, and follow instructions.
- Ability to communicate effectively with police, fire, ambulance, and other emergency personnel, and the general public verbally and in writing.

Environmental Adaptability

- Ability to work effectively in an office environment.
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- Ability to work effectively in emergency situations.