



Meagher County

911 Dispatcher Job Description

The County is an equal opportunity employer. The County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title:	Dispatcher	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Exempt
Department:	Sheriff's Office	Reports to:	Sheriff	

Work Unit Overview: Dispatch Services is a consolidated communications center serving multiple jurisdictions. The Center is a 24-hour, 7 day a week operation. Dispatch Services may provide support for law enforcement, fire, emergency medical, search & rescue and road department.

Job Summary: The Dispatcher receives emergency and non-emergency requests for response via radio, telephone, and computer-aided dispatch systems. The position determines priorities, dispatches law enforcement, and other county units, and maintains close contact with field units to monitor response progress and any needed support requirements.

Essential Functions (Major Duties or Responsibilities):

- Monitor emergency and general support radio frequencies.
- Receive emergency and non-emergency calls, including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems, and CAD systems to gather required information, determine priorities of all calls, and dispatch required units and/or agencies.
- Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Maintain status and location control of all public safety personnel involved in department activities to ensure their safety.
- Confer with public and/or supervising personnel to address questions, problems, or requests for service or equipment.
- Create and maintain automated and/or manual records to document public safety communications activities using various computer systems, databases, and mapping applications for data entry and information retrieval.

Non-Essential Functions:

- May assist in the provision of on-the-job training for other positions using or serviced by the Dispatch Center.
- Other duties as assigned

Physical Demands and Working Conditions:

- Work requires the ability to speak clearly, hear, physically manipulate radio, telephone, and computer equipment, and sit for long periods of time.
- Work is performed in a dispatch center, and at times will involve a high-volume, fast-paced environment dealing with life-threatening situations via telephone or radio.
- Requires shift work with rotating days off, the ability to work overtime, holidays and weekends. A working home telephone or cellular phone that is on 24 hours a day, and a reliable method of transportation available 24 hours a day.

Knowledge, Skills, and Abilities:

The job requires knowledge of public service activities; rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters; basic mathematics; the English language, spelling and word usage; law enforcement and emergency response terminology and procedures; and the geography of the county including the locations of towns, major and minor roadways/highways, and landmarks.

The job requires the ability to communicate effectively verbally with other parties under stress; react quickly and calmly in emergencies; communicate clearly and concisely and relay details accurately; handle situations firmly, courteously, tactfully, and impartially; recall numerous details and essential information; and determine priorities.

The job requires skill in observing situations analytically and objectively and recording them clearly and completely; operating radio, telephone, keyboard, computer terminal, and related communications equipment; creating and maintaining manual and automated logs and other records of public safety communications activities; reading and interpreting maps to determine locations, jurisdictional boundaries, etc.; and in the use of computer hardware and software including Microsoft Windows, Word and Excel, ability to type 30 words per minute.

Education and Experience:

The job requires education and experience equivalent to a high school diploma or General Education Development (GED) certificate. Ability to pass a background check.