

Job Description

BRANCH COUNTY 911 / CENTRAL DISPATCH

TELECOMUNICATOR

Typical Example of work and/or responsibility:

Uses a computer-aided dispatch system, receive emergency and non-emergency calls from the public requesting police, fire, medical or other emergency and non-emergency services. Determine the nature and location of the emergency; determine priorities, and dispatch police, fire, ambulance or other emergency or non-emergency units as necessary and in accordance with established procedures. Receive and process 911 emergency and non-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 provides pertinent data. Monitor several complex public safety radio frequencies. Operate a variety of communications equipment, including radio consoles, telephones and computer systems.

Telecommunicators perform a full range of radio and telephone operational duties in this 24-hour facility. Telecommunicators are required to process and prioritize incoming calls for police, fire and EMS assistance.

Minimum Qualifications

- Knowledge of computer operations sufficient to enter, retrieve and manipulate data
- Ability to read and follow oral and written instructions
- Effectively prioritize situations and make decisions based on the information received
- Ability to hear and understand multiple sound sources
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner
- Work under stressful conditions and react appropriately using good judgment
- Availability to work regular and irregular shifts, including nights, weekends, holidays and on-call
- Willingness to maintain respectful working relationships with co-workers, supervisors and the general public
- Possess a clear and understandable radio and telephone voice
- Attend educational training/sessions as required

Qualities of a good dispatcher include:

- High moral character and integrity
- Compassion
- Good judgment
- High degree of emotional self-control
- Empathy and sensitivity
- Intelligence
- Good communication skills

- Self confidence
- Creativity and ingenuity
- Strong desire to serve the community
- Effective at multi-tasking

Dispatchers perform the following duties:

- Answer 9-1-1 and non-emergency phone calls from the public and dispatch appropriate law enforcement, fire or EMS units
- Operate computerized telephone, radio and mapping systems
- Provide emergency medical instructions (EMD) over the phone
- Monitor and dispatch multiple agencies
- Maintain contact with caller throughout an emergency and update responding personnel of the changing situation
- Activate civil defense sirens and pagers for emergencies and inclement weather
- Attend special and periodical training programs on a continuing basis
- Maintain a thorough working knowledge of all other public safety communications systems used at the dispatch center and throughout the RRRDC, including:
 - Console Call Repeaters
 - Video Cameras
 - Alarms and Warning Lights
 - Siren, paging, and radio control back-up equipment
- Monitor and direct emergency and non-emergency dispatches utilizing call prioritization, all/incident location identification, and intra-departmental responses following RRRDC's policies to minimize potential dangers to the community and first responders

New Hire - \$16.13

Pay Range - \$16.13 - \$20.51 with first step increase at six months of employment

Annual increases / Step Increases/ Training Bonus / Holiday Pay / Overtime Pay / Health, Dental, Vision, Life Insurance / Pension / Retirement Account / Education Incentive

Additional Requirements

Job Type: Full-time

Experience:

- **prior: 1 year (Preferred)**

Education:

- **High school or equivalent (Required)**

Shifts:

- **Morning (Required)**

- **Mid-Day (Required)**
- **Evening (Required)**
- **Graveyard (Required)**

Job Type: Full-time

Pay: \$16.13 - \$20.51 per hour