

AUDRAIN COUNTY JOINT COMMUNICATIONS

Job Title: Joint Communications Dispatcher

Department: Joint Communications

Pay Grade: F

Reports to: Shift Supervisor or E911 Coordinator

Exempt: No

Date: September 2008

JOB SUMMARY

Responsibilities include but are not limited to communications, dispatching and related functions for law enforcement and emergency management agencies throughout Audrain County.

SUPERVISION RECEIVED

Under administrative direction of the Shift Supervisor and or E911 Coordinator, but is expected to exercise considerable independence and personal discretion in the maintenance of departmental operations in conformance with City ordinances and policies.

SUPERVISION EXERCISED

None

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the Joint Communications Dispatcher might be asked to perform. Other duties may be assigned. This job description is to incorporate any municipal ordinances created for the position of Joint Communications Dispatcher.

General:

- Answers and screens telephone calls from the public.
- Assists the public with problems by providing general information.
- Dispatches via radio or telephone appropriate field unit(s).
- Provides prearrival instructions to callers in distress, including emergency medical.
- Determines priority of all calls prior to dispatch.
- Maintains accurate written records of calls and disposition.
- Monitors radio transmissions from other agencies.
- Receives and responds to radio transmissions from officers in field.
- Transmits messages, reviews files and retrieves information for officers in field.
- Operates office machines and other equipment related to dispatching functions.
- Performs a variety of clerical work in maintaining records of communications.
- Assists in general office support and security of office property.

Material and equipment used:

- Computer
- Calculator, Copy machine, Typewriter
- Telephone
- Radio

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required at the time of hire or for continuation of employment.

Education and/or Experience:

- High school diploma or equivalent
- Must be at least 18 years of age
- Must have an excellent work history and attendance record
- Minimum of 1 year of general work experience

Certifications, Licenses, and Other Requirements:

- Certificate in Missouri Uniform Law Enforcement (MULES)
- Emergency Medical Dispatch Certification (EMD)
- Cardio Pulmonary Resuscitation Certification (CPR)
- Successful completion of a physical, drug and hearing screening test (Position is subject to random drug screenings.)

Skills and Abilities:

- General knowledge of computer software to include Microsoft Word, Excel and Works.
- Knowledge of law enforcement and fire functions and purposes.
- Knowledge of geography of all towns and rural areas in Audrain County.
- Ability to comprehend and accurately follow both oral and written instructions.
- Ability to perform dispatching for various law enforcement, fire support and emergency medical services agencies.
- Ability to read a map and communicate routing instructions.
- Ability to accurately understand radio and telephonic transmissions and verbal instructions.
- Ability to multi-task and collate information.
- Ability to type for extended periods of time.
- Ability to work independently and with a team.
- Ability and willingness to learn new skills.

Language Skills:

- Ability to communicate effectively, tactfully, and persuasively with other City employees and the general public in difficult situations.
- Ability to communicate effectively in both written and verbal form and accurately record information.
- Ability to speak, read and understand English.
- React competently in emergency situations.

Mathematical Skills:

- Ability to perform ordinary arithmetical, algebraic, and geometric procedures in standard practical applications is required.

Reasoning Skills:

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintains self-control/respond in a calm manner, and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.
- Ability to organize time and resources.
- Ability to work independently and with a team.
- Ability to abide by all Joint Communications Center, County and the City of Mexico policies and procedures.
- Ability to work with the public in a professional, empathetic, calm and courteous manner.

PHYSICAL AND WORK ENVIRONMENT

The physical demands and work environment described is representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to use hands to finger, grasp, or handle objects or equipment, talk, hear/listen, see/observe and perform repetitive motions.
- Lift and/or move up to 70 pounds, is frequently required to stand, walk, sit, and reach with hands and arms.
- Occasionally required to stoop, kneel, crouch, and lift and/or move up to 70 pounds.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Operate general office equipment requiring some mechanical aptitude.

Work Environment:

- While performing the essential functions of this job, the employee is frequently exposed to sedentary/repetitive activities, time pressure, work distractions and dealing with possible or unpleasant social situations. The employee could also be exposed to continuous noise and/or be required to work in an improper illuminated area.