

# SHELBY COUNTY GOVERNMENT

## *REGISTER POSTING*

Applications for this REGISTER position will be accepted June 19, 2009, through June 26, 2009. Names of qualified applicants will be placed on the REGISTER. No further openings will be posted after June 26, 2009 or until the list of eligible applications is exhausted.

### **DISPATCHER 40**

#### **FIRE DEPARTMENT**

Job Number: **09-708**

Job Code: **Z3224**

#### **SALARY**

Minimum: \$3,129.00 Monthly  
Midpoint: \$3,755.00 Monthly  
Maximum: \$4,381.00 Monthly

#### **GRADE**

48  
**EEOC CODE**  
30

**Open Date: June 19, 2009**

**Close Date: June 26, 2009**

#### **Position Summary:**

Works under the general supervision of an assigned supervisor in the Communications Center of the Shelby County Fire Department. Receives and process fire, ambulance and 911 emergency calls; analyzes the needs of the caller and makes decisions as to the dispatching of emergency equipment, i.e., engine companies from the fire stations and personnel, ambulances and air ambulance to the location of the incident; and gives medical instructions to the caller.

#### **MINIMUM QUALIFICATIONS**

Graduation from an accredited high school or possess GED at the time of application. The minimum age requirement is 18, must be of high moral character and pass a background investigation. An honorable discharged condition from armed forces, if applicable. Applicant will be screened for misdemeanor/felony record. Must not have been convicted of, or pled guilty to, or entered a plea of no contest to any felony charge, or any violation of federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substance. (PROOF OF EDUCATION IS REQUIRED.)

#### **SPECIAL REQUIREMENTS:**

- Must pass a typing skills test minimum 25 wpm.
- Must be able to work rotating shifts, weekends, and holidays.
- Must be 18 years of age.
- Must pass physical examination including urinalysis testing.
- Must pass a psychological examination given by Diagnostic Unity of Shelby County Corrections Center.
- Must pass a background check.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to evaluate situations, make decisions, and dispatch information and equipment accurately and precisely.
- Knowledge of appropriate emergency dispatching language, techniques, principles and procedures for transmitting information and equipment.
- Skills in receiving, monitoring and directing emergency and routine radio and telephone, traffic calls to proper destination or agency as required.
- Skills necessary to extract pertinent information from emergency callers under stress and sensitive situations, with accuracy and diplomacy.
- Knowledge and ability to use computer terminals for typing data quickly and accurately for Computer Aided Dispatching (CAD).
- Ability to appropriately and effectively maintain a good working relationship with others.
- Ability to comprehend communications theory training and demonstrate knowledge and/or education on the job.
- Ability to speak clearly, concisely, calmly and have good diction.
- Knowledge of CRT base consoles, radios and SL-1 telephone equipment and Emergency 911 system.
- Ability to learn geographical and unincorporated areas of Shelby County.

**DUTIES AND RESPONSIBILITIES:**

- Receives and responds to all 911 telephone calls from the public.
- Receives and responds to all emergency or routine fire calls received from the public.
- Receives monitors and responds to all incoming emergencies, complaints and routine calls by telephone and radio.
- Makes decisions and dispatches information, personnel and equipment as outlined in established protocols.
- Operates emergency telephones and radios according to appropriate established guidelines.
- Relays certain calls and information to supervisor and/or shift leader as necessary under established protocols.
- Advises supervisor of problems with communications equipment and ensures equipment is in constant working order.
- Makes and daily maintains logs/records of all incoming calls and ensures established procedures and protocols are followed.
- Maintains all necessary files accurately and keeps files current.
- Maintains an efficient, effective operation of the Dispatch Office.
- Performs other related duties as required or directed.

**Shelby County Government is an Equal Opportunity Employer and does not discriminate  
on the basis of race, color, age, sex, national origin or handicap status**

**Equal Opportunity Employer  
M/F/H/V**

PLEASE APPLY ONLINE AT: <http://jobs.shelbycountytn.gov>

**SHELBY COUNTY HUMAN RESOURCES DEPARTMENT  
160 N. MAIN, SUITE 901  
Memphis, TN 38134  
Hours of Operation (8 A.M.-4 P.M.)**

**09-708**