

911-Dispatcher

502.1 JOB SUMMARY

This position is to perform a wide variety of responsible duties under the supervision of the Director of Public Safety Communications, Chief Deputy and Sheriff. Shift responsibilities include operation of radio, telephone, and computer equipment at the County emergency 911 center. 911 Dispatchers receive reports from the public of crimes, disturbances, fires, and medical or police emergencies. They relay information to law enforcement and emergency response personnel. 911 Dispatchers may maintain contact with callers until responders arrive. 911 Dispatcher will have many other duties and responsibilities as assigned and qualified.

502.2 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 and assigned.

- Answers incoming emergency assistance calls. Independently assesses need and urgency of requests and situations and dispatches emergency response personnel including law enforcement personnel, firefighters, emergency medical personnel and others to incident/accident scenes.
- Receives and accurately relays/transcribes information, messages and requests for the Communications Center. Enters data and information into Department and State computer databases.
- Operates and maintains radio and telecommunication systems including computer-aided dispatching equipment, mobile data computer messaging, State teletype, telephone device for the deaf (TDD), fax machines, telephones, emergency mapping systems and 911 systems.
- Maintains knowledge of current emergency communication policies and procedures and has knowledge of state and local dispatch codes. Participates in on-going training.
- Selectively answers telephone requests for information.
- Performs emergency warning notifications.
- Performs clerical and general office functions, including minor repair and maintenance.
- Provides court testimony as required.
- Monitors bank, business and residential alarms and notifies appropriate person/agency as required.
- Operates State TIME portal and enters warrants, stolen vehicles, missing persons and other information.
- Maintains logs, records and files as required.

502.3 KNOWLEDGE SKILLS AND ABILITIES REQUIRED

- Knowledge of principles and processes for providing caller and personal services. This includes caller needs assessment, meeting quality standards for services, and evaluation of caller satisfaction.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Coordination — Adjusting actions in relation to others' actions
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

502.4 WORK CONDITIONS AND ENVIRONMENT

- Limited physical activity. Most duties can be performed while sitting. Standing workstations may also be provided.
- May require handling of objects that can weigh up to 5 lbs.

Ashland County Sheriff's Office

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- Work environment involves limited exposure to hazards or physical risks when following basic safety precautions.
- Work may involve moderate exposure to airborne illnesses due to close proximity of persons in the 911 Center.
- The 911 Dispatch Center is a comfortable, climate controlled room.