



SHERIDAN COUNTY

PLENTYWOOD, MT

Job
Description
Dispatcher

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

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title: **Dispatcher** **FLSA Status:** **Non-Exempt** **Exempt**
Department: Dispatch **Reports to:** Dispatch Director

Work Unit Overview: Dispatch is a consolidated communications center serving Sheridan County. The Center is a 24 hour, 7 day a week operation. Dispatch provides support for law enforcement, fire, emergency medical, and maintains NCIC entries for the County.

Job Summary: The Dispatcher receives emergency and non-emergency requests for response via telephone, 9-1-1 phones, walk-ins, and radio. The position determines call priority, dispatches law enforcement, other emergency units, and maintains close contact with field units to monitor response progress and any needed support requirements.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the Dispatcher performs.*

- Monitor emergency and general support radio frequencies to ensure county employee and public safety and determine dispatch requirements.
- Receive emergency and non-emergency calls, including enhanced 911. Receive calls for service from the public, law enforcement agencies, and other emergency responders via telephone and radio systems, and utilize CAD systems to gather required information, determine priorities of all calls, and dispatch required units and/or agencies.
- Receive requests from emergency service units to transmit messages via radio, telephone, computer, fax, or other communication equipment.
- Make NCIC inquiries to obtain requested information or services using computer equipment.

- Maintain status and location control of all public safety personnel involved in department activities to ensure their safety.
- Confer with customers and/or supervising personnel to address questions, problems, or requests for service or equipment.
- Dispatch the assignment of field units to route them to the scene of emergency and other situations.
- 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.
- Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties.

Non-Essential Functions:

- May train new hire dispatchers and submit progress reports and evaluations on trainees.
- May perform limited supervisory duties on a temporary basis.

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, 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.

Supervision Exercised:

This position does not regularly supervise other County employees.

Knowledge, Skills, and Abilities:

The job requires knowledge of public service activities; the organization, policies, and methods of county government; rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters; the proper use and care of radio and telephone equipment; 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, cities and communities, major and minor roadways/highways, and like information.

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.

Education and Experience:

The job requires education and experience equivalent to a high school diploma or General Education Development (GED) certificate. Must be a US Citizen and pass a background check. Upon hire, the job requires attaining and maintaining access certifications for criminal history databases and associated communications systems.